**Attendees:**

* Mr Robert Bellew
* Dr Joseph Cohen (GP)
* Mrs Hayet Matouk (Practice Manager)
* Mr Jazonth Ganesalingam (Care Coordinator)

**Apologies:**

* Mrs Barbara Cochrane
* Lesley Graham
* Prof Kelly
* Prof Seekers
* Mr Alan Hall
* Mr Seyed Aghamiri
* Ms Leticia Salinas
* Ms Barbara Harrison
* Mrs Polly Phillips

**Agenda:**

* Introduction
* Addressing issues from the previous meeting
* Review of concerns and queries from PPG members with Practice Manager
* Any other concerns
* Next meeting date

**Key Discussion Points:**

**Telephone audit & statistics:**

The Practice Manager shared telephone statistics, indicating an average waiting time of less than a minute. PPG members noted significant improvement based on their experiences.

**Review of patient feedback survey 2024:**

* **Difficulty Making Appointments:**

The Practice Manager acknowledged that same-day appointments can be challenging if requested late. However, patients can book appointments in advance. The number of available appointments varies daily based on clinician availability. Advanced Practitioners are regularly employed to meet demand. PPG members were informed that face-to-face slots with clinicians are available daily.

* **Feedback on Advanced Nurse Practitioners (ANPs):**

The Practice Manager reported generally positive feedback regarding ANPs. Complaints are addressed promptly. Consistent employment of the same ANPs has contributed to improved patient opinions.

**GPs and Face-to-Face Appointments:**

PPG members inquired about face-to-face appointments with GPs. The Practice Manager explained that locum GP appointments can be adjusted for face-to-face consultations if requested by the patient. However, resident GPs prefer to triage patients via telephone consultations first before scheduling face-to-face appointments if necessary.

**Online visibility and alternative:**

* PPG members were informed of various methods for contacting the surgery, including: NHS app (available on app store or play store)
  + - To book an appointment
    - To fill an e-consultation to be triaged
  + Patient access
  + Ask NHS

**Clarification on Extended service and introduction of Care Navigators:**

The Practice Manager clarified that front desk staff are now referred to as Care Navigators, who assist patients in seeing the appropriate healthcare professional. Not all symptoms require a GP, and patients may be directed to other clinics such as:

* + Physio
  + Mental health
  + Wellbeing coach
  + Social prescribers
  + Pharmacy first

It was emphasized that walk-in clinics are not available; appointments must be booked even for an appointment with our extended services.

**Recent feedback from patients:**

The Practice Manager reported a rise in positive feedback from patients, indicating increased patient satisfaction. Latest 2 reviews were shared with PPG members.

**Farewell to Dr Sayyah:**

PPG members expressed their gratitude and thanks to Dr. Sayyah for his years of service at the practice.

**Repeat prescriptions:**

The Practice Manager clarified that repeat prescriptions are usually processed within two working days, though patients are advised to allow four working days. Receptionists enter requests into the system upon receipt, and the GP processes them within a maximum of four working days. Issues with the neighbouring pharmacy’s IT system and staff retention were noted, the pharmacy assured that there would be impending improvements from the pharmacy management.

**Sample delays:**

PPG members were informed that the waiting time for sample processing has increased due to recent cyber-attacks on hospitals. Practices were advised not to book further blood tests until further notice.

**Next Meeting Date:**

To be determined. However, within 6 months.