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| **Date** | 26/07/2023 | **Time** | 18:30 |
| **Meeting Chair** | Dean Nagle (Practice Manager) | **Note Taker** | Anne-Marie Durojaiye (Assistant Practice Manager) |
| **Attendees** | Dean Nagle – Practice Manager Queens Road Surgery  Anne-Marie Durojaiye – Assistant Practice Manager  Research Team: Judith Bedzo-Nutakor(Clinical Research Nurse), Veline L’Esperance (Research GP)  Patient Representatives:  SG, SI, SF, JB, WA, EA, BOA, MF | | |

**KEY INFORMATION**

**Second Virtual Patient Participation Group Meeting**

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| **Agenda Item** | **Discussion** |
| **Agenda** | * Introductions and Ground Rules * Staffing Update * Practice Updates * Flu Update * Research * Dr IQ data/updates * Patient feedback * Future plans including practice and patient joint working * AOB |
| **Introductions** | All patients representative were introduced to the research team and the new Assistant Practice Manager.  DN explained the ground rules of the meeting:   * One person talks at a time * Respect all members and their contributions * Do not use the meeting to raise personal complaints or issues * Allow everyone to contribute |
| **Staffing Update for Queens Road Surgery** | DN shared that there are additional clinical availability with Queens Road Surgery clinicians offering Physician Associate sessions with Obiaku Oparaocha at Lister and Queens Road and appointments with Rayan our GP Assistant.  DN explained that there are additional nurse clinics with Nurse Abi at The Lister Practice, DN also explained that patients will be treated as a Queens Road Surgery patient and all they have to do is go to the reception on the right and let reception know they are a Queens Road patient.  DN explained that we have 2 pharmacists called Mala and Tom that can prescribe and consult for long term conditions. |
| **Practice Updates** | DN reassured patients that surgery is aware of patients wanting more appointments to be available and explained there are additional appointment that patients can received at Tessa Jowells.  To accommodate the high demand for appointments DN shared that we are also offering additional nurse appointments at the Lister practice a few days a week to help with provide more care.  DN reassured patients that we are aware not every patient can or want to go to another location and so have explained that we are able to do pre-bookable appointments but they are to be booked 2 weeks in advance.   * Pre-bookables are telephone calls with GP or F2F with Trainee GP or Trainee Dr. * While we would like to offer pre book as far forward as possible we cap this at current to 2 weeks to ensure that the access is still within reasonable time for patient.   New building work expected to be coming soon which aims to increase availability and guarantee more access to benefit the patients.   * The proposed 5 additional rooms will reduce appointments being in Lister and increase more appointments at Queens Road.   Pts raised the question on how may GP appointments are available on the day when they call in.   * DN Confirmed that each GP does 18 appointments per session. Each of our GPs does 2 sessions on the days that they work. * DN confirmed that Queens Road at the moment has 5 GPs on staff. Explained to the pts that these GPs do not work every day but work across the week. It was also explained again that we have at least 1 locum every Thursday and Friday to provide more access.   Pts raised how many staff are on the phones as they feel wait time is long.   * DN explained that earlier in the week are very busy days which are too be expected and so wait times can be long, patients were told to try can call later in the week as they can be less people on the phones. * DN reassure patient that admin team are doing their best to get through to everyone and managers have a systems that allows them to see the queue and if they are too much, managers will jump on the phones and answer calls. |
| **Flu Update** | DN shared that Queens Road will be preparing for flu season and so patient should be expecting to see flu campaigns.  DN explained that patients will be called and there will be an introduction to possible walk-in services for flu.   * Walk-in services are still being discussed.   Patients asked about whether flu vaccines are free.   * Flu vaccines are free for specific cohorts. * To find out whether patients are eligible, patients can call in and the admin team are able to see who is eligible of a free vaccine. * Those that do get called tend to be patients who are eligible for a free vaccine. |
| **Research** | A talk from Judith and Veline (research team) was given to patients to talk about a study they are conducting. The study is called the Underserved Community Project which aims to find out ethnic minorities opinions on research studies and clinical trials. This is in order to help change practice medicine. |
| **Dr IQ Data/Updates** | * Over 11,000 patients registered with Dr iQ at QRS * Over 65,000 online consultations processed in last 3 years. * Consultations submissions when closed – Sick note requests / Medication request / Blood test request / Chase referral / Letter request / update health data / reception desk queries. * Patient feedback of App is 4.8/5 on app stores.   DN encouraged patients to provide feedback on the app and explained that all feedback get relayed to the Dr.iQ team and that all updates are created from the feedback we receive about the app. |
| **Patient feedback** | We use multiple streams of information to gather patient feedback. These may be Google reviews, NHS Choices or our own Friends and Family tests that get sent to patients. A quick overview of the feedback data we have is shared with the group.  This month’s question was:  **How likely are you to recommend out GP practice to friends and family if they need similar care or treatment?**  We received 62 responses and 45 were rated ‘Extremely Likely’ and ‘Likely’. |
| **Future plans including practice and patient joint working** | Neighbourhood event in September – date TBC.   * This a Peckham health education community open day located at Lister Practice and is in collaboration with other GP practices in the area. * Will have multiple representatives: Mind, St.John, Diabetes etc. * Invites will be coming soon. |
| **AOB** | Patients express interest in open days being located in Queens Road which can be tailored to specific conditions that are prominent with our patients.  Patients also expressed receiving new patient welcome packs and new patient heath checks. |