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| **Date** | 14/12/2023 | **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  Dominika Silva – Deputy Regional Manager  Patient Representatives:  DW, JB, SS, AA, RG, SJ, FO, CG, SM, LL, CA, SI, CC, NQ | | |

**KEY INFORMATION**

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| **Agenda Item** | **Discussion** |
| **Agenda** | * Introductions and Ground Rules * Staffing Update * Practice Updates * Dr iQ data/ update * Chairperson Discussion * Patient feedback * Review of recent health outreach event * Ideas and feelings around future events * Ownership change * AOB |
| **Introductions** | DN introduced the new Deputy Regional Manager, Dominika Silva to the patients and her role.  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 gave the sad news that Dr Bethan Jones has left the surgery and Dr Raju Haque will be leaving as of the end of the month. We wish them the very best in their future endeavors and DN explained that there will locum cover to provide continuous care to our patients.  DN explained that there are additional nurse clinics with Nurse Abi, Nurse Mercy and Nurse Katie 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 also have new Regional Medical Directors, Dr Andan and Dr Hamed, who have oversight of the surgeries in the area. |
| **Practice Updates** | DN updated the patients that the current list size: 14508.  DN updated patient that there are more on the day GP appointments on Mondays, the aim is to increase access as we have been high volume of phone calls earlier in the week.  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 with our regular GPs.   * Pre-bookables are telephone consultations or F2F consultations with our Trainee GPs. * 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.   DN informed patients of the new BP machine that will be coming into the surgery which aims for patients to measure their own BP, especially for patients that do not have a BP machine at home. |
| **Dr IQ Data/Updates** | * Over 11,000 patients registered with Dr iQ at QRS * Nearly 70,000 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 4.3/5 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 mentioned experiencing getting timed out mid-typing her medication request. * Patients expressed a shared frustration over the application timing them out.   DN announced that future PPG meeting will be led by an appointed Chairperson, and asked if there would be anyone willing to chair the meeting going forward, which the group unanimously appointed, Stephen Jorden. |
| **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 our GP practice to friends and family if they need similar care or treatment?**  We received 65 responses and 51 rated ‘Extremely Likely’. |
| **Review of recent health outreach event** | In September, Queens Road Surgery and The Lister Practice held a successful health education event at the Lister practice for patients within Peckham. We had attendance from AgeUK, Prostate Cancer UK, Diabetes UK, and the PCN team.  This event has led to a knitting club that happens every second Friday, if you would like to join, please speak to our receptionist Patricia as she is the organiser of The Knitty Gritty. |
| **Ideas and feelings around future events** | DN announced in the new year there will be a Smear event, date TBC, at Queens Road with the aim of Jo’s Trust to attend. To educate and encourage women to get their smears.  DN asked the group what kind of events the PPG would like to see, (ideas below):   * Prostate Cancer * Diabetes * Sickle Cell * Coffee mornings * Book donations * Neurodiversity awareness |
| **Ownership change** | DN announced that there has been a change in ownership of AT medics and reassured patients that there would be no change to the way the practice runs DN shared the letter statement for our patients to feel reassured that the change in ownership will not lead to a negative impact on their surgery. |
| **AOB** | Patients were updated that we now have 2 mental health practitioners who can see patients more regularly and that we have health and well-being social prescribers who provide a more holistic treatment for patients to feel supported during their mental health.  The patient suggested the surgery to have a children's book corner of donated books. |