|  |  |  |  |
| --- | --- | --- | --- |
| **Date** | 19/01/2024 | **Time** | 18:30 |
| **Attendees** | **(AA)** Aliye Aydin: Practice Manager**(NA)** Nicole AndrewsAdmin Lead | **Note Taker** | **(RH)** Roumaissa Hamdoud: Senior Administrator  |
| **External Attendees** | **(SD) Stephen Dunn** | **Apologies** | **(LS)** Lauren Saunders: Assistant Practice Manager**(DS)** Dominika Silva Deputy Regional Manager  |

|  |
| --- |
| **Rolling Agenda Items** |
| **GP Bulletin**  |  |
| Staffing update |  |
| Practice Updates |  |
| Dr IQ data / updates |  |
| Patient feedback ( Friends and family test / Google Reviews / NHS choices) |  |
| Future plans including practice & patient joint working.  |  |
|  |  |
|  |
|  **Welcome and Introduction**  | **(AA)** opened up the meeting by introducing herself and the team, patient also gave a mini introduction about himself and how long he has been registered at Silverlock. **(AA)** Explained what the purpose of the PPG and the purpose of today’s meeting. Patient was given Ground rules and agenda so was fully aware of what we will be discussing during the meeting. **(AA)** We also have an appointed Regional Deputy Manager who unfortunately is not present due to work commitment. (**AA)** DS is *Responsible for training and supporting PMs with Nurse / HCA recruitment, support our nursing, HCA training and developing, support PM / Nurses across our Southwark’s sites, support of PM /Nurses to ensure high standards of clinical compliance and infection control are met, last but not least works with PM, Lead GP, Nursing team to support with child imms, cervical screening and awareness etc.****(SD)*** *I have lived in the area for 26 years and been a patient for 6 years.* |
|  **Staffing update/ Practice update:** | **(AA)** Have you heard ofchange of ownership***(SD)*** *Yes, I know it’s not going to affect the patient, however, I was worried if these changes will affect the staff.* ***(AA)*** *No, the change of ownership does not affect the patient or staff at the practice, the care of our patient will remain the same. And we will still provide the same service.*  **(AA)** Staffing at the practice has been updated due to the growth of the practice as we now have 16 thousand patient registered with Silverlock due to patient moving to the area and registering with the practice We have recruited a new, Admin staff, 1 new full time Nurses, PA, pharmacists and still recruiting GPs Also, nursing competency list has grown which means more appointment. ***(SD patient)*** *Is 16,000 a lot or average* **(AA)** Our Capacity of patient is average, we are here to provide a service, and we therefore employ more GPS, Nurses, HCAs and admin to accommodate our practice growth. ***(SD patient)*** *Do you have the space capacity within the practice*  **(AA)** Yes we do have capacity so therefore we have the space to recruit more staff. **(AA)** We also have new chairs in the waiting area ***(SD)*** *Oh they are fabulous, can the new chairs not be back to back?***(NA)** No the chairs now are not back to back and PM has made sure of this. **(AA)** In our last PPG we have received feedback on slamming of doors within the practice. We have now sorted this. ***(SD)*** *I have actually not witnessed any door slamming, but thank you for thinking of us.* **(AA)** We have also been asked to add names of our regular GPS at the front of their rooms. Please let us know if this is something you think is useful? ***(SD)*** *I have always used the self-check-in when I have an appointment at the practice, the name of the clinician always pops up but quickly disappears, so It would be useful to know who you are seeing, just that really.* **(AA)** Have you ever read or gave a feedback to us via Friends and Family, NHS choices or google.***(SD)*** *I have actually contributed to the link sent in the past but I have never done a google review, but I will take a look.*  |
| **Dr IQ** | **(AA)** We have over 11 thousand patient registered on Dr iQ and we have processed 75 thousand online consultation in the last 3 years. DriQ opens at 7:45 am before the surgery opens, which means people who have a committed job can still get medical advice. Dr iQ app closes once we reach our full capacity, this is to ensure no clinical error occurs and every patient who submits e-consult gets a response. However patient can still put any other admin related query whilst is closed (Sick note requests / Medication request / Blood test request / Chase referral / Letter request / update health data / reception desk queries).***(SD)*** *its really nice to hear which helps a lot, I am not IT person however I do use DriQ, but my feedback, it would help if the consultation path was straightforward. While I have a smart phone and DRIQ is very useful for placing medication request. Can you navigate DRIQ via the desktop? I am way faster typing on computer then using a smart phone which can take me up to 30 min to submit one consultation.* **(NA)** Unfortunately DRIQ it not for desktop as it operates by downloading the app from app store/ play store.**(AA)** We can pass this feedback to DRIQ support team. Thank you very much for that feedback. |
| **Future Plans** | **(AA)** In February we are plaining to do Smear and immunisation event.**(SD)** Amazing, it really upsets me that some patient refuse not to vaccinate. How do you get the right patient to come to these kind of event?**(AA)** We have a recall system that we use to invite patient to attend the allocated event.**(SD)** That is really good to know thank you. **(AA)** We will be having Practice Garden event this spring and we would love to have you there. Any suggestion you would like to give?**(SD)** No, I will think about it. **(AA)** Anything else you would like to discuss with us.**(SD)** So far no but thank you. *Patient gave a positive feedback overall and finds the app useful for other quires.*  |
| Patient feedback | Patient was really impressed with the surgery and the service providedPatient made comment and suggestions such as;* I am very grateful for tonight and very excited to be involved in the future of the practice
* The doctors and pharmacists I have spoken to and seen have been very good, and given great advice
* This surgery is fantastic! No complaints!

  |
| **Next PPG**  | 18/04/2024 |
|  |  |
|  |  |
|  |  |