



Queens Road Surgery Patient Participation Group Meeting Minutes

Date	25/04/2024	Time	18:30
Meeting Chair	Dean Nagle (Practice Manager)	Note Taker	Anne-Marie Durojaiye (Assistant Practice Manager)
Attendees	Dean Nagle (DN) – Practice Manager Queens Road Surgery Anne-Marie Durojaiye (AD) – Interim Assistant Practice Manager Dominika Silva (DS)– Interim Regional Manager Stephen Jordan (SJ) – PPG Chairperson Patient Representatives: IH,AS,NF,CL, IO, SI, KF, RG, MK ,FO, KT, NT, NE, PD, WR, FI, AA, TT, LL, GF, JB, AA		

KEY INFORMATION

Agenda Item	Discussion
Agenda	<ul style="list-style-type: none"> • Introductions and Ground Rules • Staffing Update • Practice Updates • Dr iQ data/ updates • Patient feedback • Future outreach event • Chairperson Discussion • AOB
Introductions	<p>DS introduced herself to the members as the new Interim Regional Manager, and her role, AD as the Assistant Practice Manager, DN as the Practice Manager and SJ introduced himself as the PPG Chairperson.</p> <p>SJ explained his role to the PPG members and went through the ground rules of the meeting:</p> <ul style="list-style-type: none"> • 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 <p>SJ opened the discussion to the members for any other rules they would like added and as there were no other suggestions, the meeting moved on to discuss staffing updates.</p>
Staffing Update for Queens Road Surgery	<p>DN informed the members 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.</p> <p>DN explained that the surgery has a new GP Lead Dr Shehla Anwar, who was newly appointed due to the departure of Dr Raju Haque. There is a new GP called Dr Alex Rupal, who will be working Thursdays and Fridays.</p>

	<p>DN informed members that Nurse Jennifer will be having a reduced service and the surgery is currently hiring more admin staff.</p>
<p>Practice Updates</p>	<p>DN updated the patients that the current list size has increased to 14637.</p> <p>PPG member's raised concerns over the call times and have to come into surgery to book an appointment. DN informed the group that there has been an increase in the volume of phone calls and that phone lines have become busier due to the increase in volume. DN also reassured members that the call times are being looked into by management to improve service.</p> <p>DN reassured patients that we are aware not every patient can or want to go to another location and so have explained that there are pre-bookable appointments with our Trainee GPs and additional pre-bookable appointments to discuss results with Locum GPs, Dr Shah and Dr Qureshi and other ad-hoc locums. Pre-bookable appointments with our regular GPs are released every 2 weeks on a Friday.</p> <ul style="list-style-type: none"> • Pre-bookables are telephone consultations or F2F consultations with our Trainee GPs. • While we would like to offer pre-booking as far forward as possible we can this at current to 2 weeks to ensure that the access is still within reasonable time for patient. <p>DN informed members that a trainee GP is a qualified doctor who is just waiting to get the GP specialization qualification. Also explained that they undergo regular supervision from the GP Lead and can get secondary advice from any of our GPs and that they also provide longer appointments.</p> <p>Due to limited accessibility at the surgery, additional appointments are located at The Lister Practice as well as at Tessa Jowells in Dulwich. This is a service that all of South Southwark can use provided to us by the NHS.</p> <p>Members were reminded that patients will be advised to go to 111 or urgent care depending on the severity of the concerns and/or accessibility.</p> <p>DN informed members that pharmacist appointments are available with our in-house pharmacist team. Appointments can be face to face and any medication reviews and some blood test results can be dealt with by the pharmacists rather than a GP.</p> <p>DN informed members that Long Term Conditions (LTCs) can be booked in advance with a clinician, these conditions include: diabetes review, asthma review, Serious mental illness review, hypertension, COPD heart failure and more.</p>

<p>Dr IQ Data/Updates</p>	<ul style="list-style-type: none"> • Over 12,262 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. <p>DN explained that the app is open from 7am for Online Communications (OCs) from patients to enter, however, it does not stay open throughout the day and can be closed at different times in the day depending on the demand. These OCs are reviewed and handled by a Dr iQ clinician but depending on the patients case it can be triaged to our GPs for a telephone or a face-to-face consultation.</p>												
<p>Patient feedback</p>	<p>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.</p> <p>This month's question was:</p> <p>How likely are you to recommend our GP practice to friends and family if they need similar care or treatment?</p> <p>We received 102 responses and 48 rated 'Extremely Likely'.</p> <table border="1" data-bbox="464 1167 1219 1581"> <tr> <td>Extremely likely</td> <td>48</td> </tr> <tr> <td>Likely</td> <td>27</td> </tr> <tr> <td>Neither Likely nor Unlikely</td> <td>4</td> </tr> <tr> <td>Unlikely</td> <td>10</td> </tr> <tr> <td>Extremely Unlikely</td> <td>11</td> </tr> <tr> <td>Don't Know</td> <td>2</td> </tr> </table> <p>FFT and Review themes:</p> <ul style="list-style-type: none"> - Reception staff are helpful and kind - Dr's shows great are helpful and caring - Efficient - Staff are rude - Busy, waiting on the phones - Hard to get an appointment - Dr IQ hard to use. 	Extremely likely	48	Likely	27	Neither Likely nor Unlikely	4	Unlikely	10	Extremely Unlikely	11	Don't Know	2
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Ideas and feelings around future events	<ul style="list-style-type: none"> • Cervical Smear Campaign coming soon. • Having more events for the surgery on different medical conditions such as child immunisations, prostate cancer, diabetes etc.
Chairperson Discussion	<p>SJ informed members that he will be available on Friday 26 April 2024 from 10 am and Monday 29 April 2024 from 6:30 at copper pub to speak to patients on any concerns they may have.</p>
AOB	<p>Members raised concerns over data-sharing protection and being able to opt-out from it and DN and DS informed members that this will be discussed further and ALL patients will be made aware of the outcome.</p>