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| **Date** | 18/04/2024 | **Time** | 17:30 |
| **Attendees** | **(AA)** Aliye Aydin: Practice Manager**(DS)** Dominika Silva : Regional Manager  | **Note Taker** | **(LS)** Lauren Saunders : Assistant Practice Manager  |
| **Patient Attendees** | **(JPDM)** Jeu Pereira De Moras**(LD)** Lorraine Davies **(EH)** Eleanor Howlett  | **Apologies** |   |

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| **Rolling Agenda Items** |
| **GP Bulletin**  |  |
| Staffing update |  |
| Practice Updates |  |
| Dr IQ data / updates |  |
| Future plans including practice & patient joint working.  |  |
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|  **Welcome and Introduction**  | **(AA)** Thank you for coming to our PPG. *All those attending introduced themselves.***(AA)** Explained what the purpose of the PPG and the purpose of today’s meeting. Patients were advised of the ground rules and the agenda of the meeting. **(AA)** We have our Regional Manager Dominika Silva joining us today.  |
|  **Staffing update/ Practice update:** | **(AA)** We have recruited a new nurse since our last meeting, meaning we can offer more nursing appointments such as long-term condition reviews. **(DS)** Great news! We have a new female GP joining us very shortly. This will also increase our appointments. We will then have 5 salary GPs.**(AA)** We are also recruiting for our admin-based central team. **(AA)** Following feedback from our patients, we have installed soft-close door hinges on our clinical rooms. We have installed a new boiler and are in the planning stage to install a calling system so that the clinicians do not need to come to reception to call patients as well as installing a button control door.**(LD)** Will the screen have sound for the sight-impaired patients? **(DS)** Very good question. LS will look into this. **(AA)** We are also now offering Travel vaccines with our Practice Nurse.  |
| **Booking appointments**  | **(JPDM)** What is the process for booking appointments? Can we still call at 8am in the morning? **(AA)** We have Dr iQ for patients who wish to use this platform. The online requests are triaged by a trained team who will arrange appointments and give the appropriate advice. You do have the option to call or come to the surgery to arrange an appointment. We have access to appointments at our Extended Primary Care Service, we can book appointments for Physio, Mental Health, Social Prescribing etc. We have the pharmacy first scheme we can direct patients to. We offer same-day appointments or within 2 weeks. **(LD)** What about patients who can not use online services? **(AA)** We have both options. We would recommend/suggest Dr iQ to a patient who can use it. **(DS)** This is to channel the calls and divert the traffic to services we can provide. We will always offer the platforms there are to offer and alternative services. **(LD)**  How does the reception team decide who needs the appointments? What do they do when they have no appointments left? **(LS)** They triage the call. Perhaps a patient called for hayfever symptoms, they can signpost them to the pharmacy, rather than offering an appointment with the GP. Or patients experiencing life-threatening symptoms such as chest pain/signs of a stroke, would be directed to 999 or A&E. This triage process is critical. **(AA)** We are very proactive with getting our patients with long-term conditions such as diabetes/asthma/COPD to ensure these patients are getting regular monitoring and care. **(DS)** Prevention and care is the best way forward. Booking these appointments with our nursing team, and pharmacy team who can make changes to medication saved on GP appointments which can be booked for other things. We have clinical pharmacists who can make medication changes, you do not always need to speak to a doctor. |
| **Dr IQ** | **(AA)** We have lot of patient feedback about Dr iQ. It is really popular and used by a lot of our patients. We have over 12,000 patients registered with Dr iQ.And over 75,000 online consultations processed in the last 3 years. General advice/medical requests/note requests /medication request /blood test request /chase referral /letter request /update health data /reception queries**(LD)** I struggle with using the app, but I would like to use it. **(LS)** We can ask a member of the admin to help you. **(LD)** I have some difficulties and sometimes get frustrated and need some extra support. **(AA/DS)** The team will try their best to accommodate and help with what you need.  |
| **Future Plans** | **(AA)** We held a Cervical Screen Event earlier this year, it was a great success! Patients came to share their experiences and other patients came to have their smear done. We are planning to hold a Child Imms event in the summer. If you have any ideas please share with us. **(JPDM)** I would be happy to help with language, I speak Portuguese and I would like to volunteer to help. **(DS)** Great! We will be in touch when have a date. **(LD)** How about Prostate Cancer Awareness? PSA blood test for patients. **(AA/DS)** Great idea! Keep your suggestions coming. **(LD)** I am a part of a Gardening club – Walworth Gardens and we can arrange for people to come down to plant, flowers, fruits, and veg. We can do it all together and get everyone educated about fruit and veg. It will help mental health too. **(LS)** Lovely idea, please share the details with us. **(LD)** How do you advertise these events? **(AA)** We send SMS messages, put up posters and on the Practice website. How do you like to receive notifications of them? **(All agree)** Text messages are great but posters will help for patient who are sitting in waiting room. **(DS)** We can contact Public Health to see if they have some posters/leaflets and information for patients. Education is really important for prevention and health. We are really keen on this.  |
|  **AOB**  | **(LD)** I would really be instrested, and I think it is really good for the community to have first aid training. **(DS)** We can definally look in to organising training.  |
| **Next PPG**  |  18 July 2024  |