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| **Date** | 27/03/2024 | **Time** | 18:30 |
| **Meeting Chairs** | Dominika Silvia (DS) – Deputy Regional Manager  Adita Varavina-Grover (AVG) – Interim Practice Manager  Duniya Hussein (DH) – Assistant Practice Manager  Danielle Bagley (DB) – Senior Manager for London  Dawn – Admin/Receptionist | **Note Taker** | DH |
| **Attendees** | JH - The Lister Practice Patient  MG - The Lister Practice Patient  EGJ – The Lister Practice Patient  Via MS Teams | | |

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| **Agenda Item** | **Discussion** |
| **Agenda** | * Introductions and Ground Rules * Team Updates * Practice Updates * Review of last meeting minutes * AOB & Patient Feedback |
| **Introductions** | Dominika Silvia (DS) – Deputy Regional Manager  Adita Varavina-Grover (AVG) – Interim Practice Manager  Duniya Hussein (DH) – Assistant Practice Manager  Danielle Bagley (DB) - Senior Manager  AVG explained the ground rules of the meeting:   * One person talks at a time – *all guests have been placed on mute. Questions and comments can be made in the chat* * Respect all members and their contributions * Do not use the meeting to raise personal complaints or personal issues * Allow everyone to contribute |
| **Staff Update for The Lister Practice** | * New Nurse – Katie Clarke (F) * New GP – Dr Nkoyo Isinenwi (F) Previously our long term locum now has become our salaried GP. |
| **Practice Updates** | * **Hypertension Project** launched in December 2023 has been successful with 94% of patients checking their blood pressure this financial year. * We also now have a surgery blood pressure machine in the waiting room and can be used at any time. This standing machine takes your blood pressure, height and weight reading and prints out a slip that can be given to reception for your readings to be recorded on your records. Receptionists can also provide support if needed. * Fully staffed with GP’s so reducing the use of locums. * There were scaffolding in practice previously due to works on the roof. Surgery has now been repainted and scaffolding now removed. * We will be looking to undergo further building works as we are looking to expand to gain more clinical rooms. |
| **Review of last meeting minutes** | * **Privacy at the front desk** - patients expressed in the previous meeting that they find it difficult to speak about sensitive matters on the microphone and have requested that reception staff accommodate speaking to the side or somewhere more private, which we have accommodated. * **Survey** – Following recent changes to the appointment system, we will be happy to work with patients on designing the survey. However, as the National GP Survey took place in January 2024, we will await the results before designing our survey. The GP Survey is an independent survey run by Ipsos on behalf of NHS England. The survey results demonstrate how people feel about their own GP Practice. Some changes have been introduced this year to the national survey. We will share the results at the next PPG. * **Choice of appointments** - patients can switch telephone appointments to face-to-face and vice versa, which is possible once arranging the appointment at reception.   **Q&A**   * Q from MG: Does the blood pressure machine announce the measurements out loud? * *A: The blood pressure machine only announces the instructions you need to follow, any readings will only show up on the screen?* * Q from JH: Would it be possible to put up a sign at reception when patients want to discuss matters privately. * *A: We can do this, patients need to feel comfortable and safe to share matters with us.* * Q from DB: Would you say that the Open Reach event we hosted for the PCN Practices was beneficial to patients? We are looking to do more face to face interactive and informative events for all patients to attend. Please share any of your ideas and what you would like to see from us? Would you prefer something similar to that event were multiples parties that address different health concerns or would you prefer a more targeted event to discuss diabetes etc. * *A: The Open Reach event was very beneficial as it has members representing all different health conditions. I think it would be good if we had a more targeted event, e.g. an event for Diabetes or Mental Health and Wellbeing.* * *A from DB: We can also look into making a linked event with diabetes and dieting advice/ exercises. For this type of event we can look to invite Diabetes UK, we can get our PCN Health and Wellbeing Coaches, we can invite the Dietitians as well as some our Nurses/HCA. Our events will not only inform patients on looking out for symptoms but also how to maintain and manage it. We will look to inform patients on prevention and the safe ranges with any health condition.* |
| **End of Meeting** | Thank you for taking the time to attend. We greatly appreciate all feedback received from our patients. We look to hold the next PPG end of May/June but more details to come closer to the date. |