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| **Date** | 16/02/2023 | **Time** | 18:30 |
| **Attendees** | **(DB)** Danielle Bagley: Deputy Regional Manager**(AA)** Aliye Aydin: Practice Manager**(LS)** Lauren Saunders: Assistant Practice Manager | **Note Taker** | **(RH)** Roumaissa Hamdoud: Receptionist  |
| **External Attendees** | **(SSE)** **(LW)** **(EH)** **(CB)** **(TY)** **(EM)** **(OO)** **(LAK)**  | **Apologies** |  |

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|  **Welcome and Introduction**  | **(DB)** opened up the meeting by introducing herself and the team, patient also gave a mini introduction about themselves and how long they have been registered at Silverlock which ranged from newly registered to patients of 9-24 years. **(DB)** Explained what the purpose of the PPG and the purpose of today’s meeting. Each patient was given Ground rules and agenda so they are aware of what we will be discussing during the meeting.  |
|  **Staffing update/ Practice update:** | (D**B)** Staffing at the practice has been updated due to the growth of the practice as we now have 15 thousand patient registered with Silverlock due to new builds and universities means more patients. We have welcomed a new Practice manager in 26th September 2022 who has moved over from another site. We have recruited a new assistant practice manager, Admin staff, Doctors, 2 new full time Nurses, HCA, PA and pharmacists. We also have an appointed Regional Nurse who is responsible for training and supporting our nursing team across our Southwark’s sites. *Patient asked if we have catchment area, as they fear that the growth of patient will mean less support for currently registered patients.* **(DB)** Explained that majority of our patients are within the area. We do not have a set catchment but we do explain to patient who wish to register with us that if they require a home visit, district nurse referral or referrals to local service this will not be possible. We always look at the number of patients in order for us to increase clinical and admin staff. *Patient was very satisfied with the response and said she never had issues with getting an appointment with the practice.**Patient asked how do staff triage who gets seen by GP or other member of clinical team who are not doctors such as pharmacists and PA’s.* **(DB)** Explained that patient choice comes first, however, Admin team can ask for a reason to the appointment to help patient to be seen by an appropriate clinician, as these type of triage services aid to support the patient needs. *Patient said she gets a yearly blood test due to the levels of her Thyroid, so who looks at the results and increase medication if needed.* **(DB)** We have highly trained documents team who review documents and lab reports and they are looked over by GP. If the documents is regarding results it gets passed to either GP, pharmacists or PA. We have a system in place to define each level. *All patient were very happy with the response.* **(DB)** We have made more Face to Face appointment available on the same day and more pre-bookable appointment, however it is patient’s choice whether they want to be seen in person or have consultation over the phone. Our lines and doors are open at 8am. *Patient asked how many appointment we have on the day and do we have a cut off period.* **(DB)** It depends on the day. We do not have cut off period for appointments, we will offer appointment until we are fully booked. Our phone lines and door open at 8am for same day appointments. *Patient commented on the improvement of our phone lines. The call back option is great!* **(DB)** Great! We have recently updated our phone system which offers a call back service which holds your place in the queue. The admin team also have access to the call system to check on incoming calls. This has greatly helped with quicker call handling*. Patient were all very happy with our appointment booking system.**Patient asked if they can request to see a particular Gp*?**(DB)** Sure, patient can see any GP of their choice, however they are not always available on the day but we can pre-book them.  |
| **Dr IQ** | **(DB)** We have 10 thousand patient registered on Dr iQ and we have processed 70 thousand online consultation in the last 3 years. App opens 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. Patient can also view and request a repeat of their medication*.* *Patient gave a positive feedback regarding the app, they stated that they find it very helpful in terms of appointment. Another patient stated she finds no faults in the app, very happy as it’s improved massively.*  |
| **CQC update** | **(DB)** Silverlock practice had an unannounced CQC visit on 27 January 2023. CQC usually give a 2 week notice but on this occasion we received no notice. CQC generally inspects practices every 3 to 5 years. Our unpublished report has been sent and overall we was rated GOOD. **(DB)** Praise was given to (**AA**) for all the hard work she inputted since she joined the practice which made a massive input to the CQC results and running the practice very smoothly. *Patient were very impressed with the unannounced CQC and that the practice managed to get a good results.*  |
| Patient feedback | Patient were really impressed with the surgery and the service provided to them. Patient made comment and suggestions such as; * This surgery is fantastic! No complaints!’
* I’m very happy with this surgery, reception are always smiling and polite and I don’t have to wait long for an appointment’
* ‘The doctors and pharmacists I have spoken to and seen have been very good, and given great advice’
* ‘We are very grateful for tonight and are excited to be involved in the future of the practice’

Patient suggested:* A list of names of all the Silverlock clinicians and admin staff.
* Welcome pack for new patient in different languages due to language barrier explaining how the NHS system works and how they can access local services.
* Are there any services in the practice for education in prevention of long term conditions such as diabetes.

**(DB)** This is a great idea. We will look into doing.We as practice also asked patient for their support by completing reviews online on : Google, NHS choices Dr IQ feedback.We would love if you could all spreading the positive word about the PPG.**(LS)** We are very keen on group consultations. We would hold sessions for patient with the same condition so that they can share advice. We would invite specialists to discuss and educate. *Patient loved this idea and would be very keen.*   |
| **Next PPG**  | 18/05/2023 |