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| **Date** | 29/08/2023 | **Time** | 18:30 |
| **Meeting Chairs** | Dr Widad Hamed (WH) – GP LeadAdita Varavina-Grover (AVG) – Interim Practice ManagerDuniya Hussein (DH) – Assistant Practice Manager | **Note Taker** | DH |
| **Attendees** | Ronald Dunning – The Lister Practice PatientOlusegun Majekodunmi – The Lister Practice PatientAnne Catherine Duchene – The Lister Practice PatientPaul Whiffin – The Lister Practice PatientLynda Burt – The Lister Practice PatientJanet Meisner – The Lister Practice PatientSharon King – The Lister Practice PatientChristine Nangendo – The Lister Practice PatientSelema Bestman – The Lister Practice PatientGabriel Adine – The Lister Practice PatientMonika Forteta – The Lister Practice PatientNajib Sahabi – The Lister Practice PatientZainab Sulaiman – The Lister Practice PatientSalieu Bangura – The Lister Practice PatientEsther Choutsedjem – The Lister Practice PatientJudith Bedzo-Nutakor – Research Nurse |

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| **Agenda Item** | **Discussion** |
| **Agenda** | * Introduction and ground rules
* Staff Updates
* Practice updates
* Patient Feedback
* Future plans including practice & patient joint working
* AOB
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| **Introductions** | Dr Widad Hamed (WH) – GP LeadAdita Varavina-Grover (AVG) – Interim Practice ManagerDuniya Hussein (DH) – Assistant Practice Manager DH 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
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| **Staff Update for The Lister Practice**  | * New APM – Duniya Hussein
* Fabiana – Practice Manager still on Maternity
* New Admin Staff Members due to an increase in practice list size.
* GP Leads are Dr Olivia Andan (Female) and Dr Widad Hamed (Female)
* Dr Edward English is still on leave
* New Salaried GP – Dr Cameron Ikin (Male).
* Nurse Elaine Burton will be our salaried nurse – no longer locum.
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| **Practice Updates** | * More F2F GP appointments as we have Registrars/GP Trainees with us.
* More Nursing appointments as new nurse to join us in October
* We are looking to create more clinical rooms, an addition of 2-3 rooms. This will allow us to accommodate more clinicians and provide more GP appointments.
* Flu season – From 12th September Flu season starts. Anybody eligible such as carers, patients with long term conditions, pregnant women, patients aged 65+ as well as immunocompromised patient will be receiving an invite via text message. If not sure about eligibility, please get in touch and we will have a look into records. Also let the practice know if you have any egg allergies as some flu vaccines are made using eggs. Pharmacies also do offer flu vaccines and this will be sent over to the GP to be added to your records.
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| **Judith** **Guest Speak regarding Research** | * Research broadly determines treatments and practices that occur all over the world.
* It is widely accepted that there is a lack of diversity in the participation of research.
* This means that the results and treatments aren’t always accurate when it comes to certain ethnicities and communities.
* The main reason for us to have this focus group today is to understand some of the reasons why this is.
* Delivery of research within primary care is important as 90% of contacts with the NHS are undertaken in primary care.
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| **PPG Members Feedback/ Proposals** | **Patient’s positive feedback below:*** The reception staff are immaculate and tries their best to help as best as possible especially the ladies
* It a safe environment, the staff, doctors, nurses and receptionists care about the patient’s wellbeing and the duty of care is great.

**Patient proposals below:*** The check-in pod is currently not in use due to it not working. To fix the check in pod to allow patients to check in for their appointments and prevent a queue from building up.
* To display more leaflets around the practice for patient information as well as update practice website to show current staff members.
* Discussion regarding another point of entry into the building such as the fire exit to be used. This used to be something in place but due to previous problems several years back with a patient. This can no longer happen.
* Discussion into looking into ways to view medical records on the Dr iQ app. This is something we are looking to do in the future.
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| **End of Meeting** | Thank you for taking the time to attend. We greatly appreciate all feedback received from our patients. |