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| **Date** | 29/08/2023 | **Time** | 18:30 |
| **Meeting Chairs** | Dr Widad Hamed (WH) – GP Lead  Adita Varavina-Grover (AVG) – Interim Practice Manager  Duniya Hussein (DH) – Assistant Practice Manager | **Note Taker** | DH |
| **Attendees** | Ronald Dunning – The Lister Practice Patient  Olusegun Majekodunmi – The Lister Practice Patient  Anne Catherine Duchene – The Lister Practice Patient  Paul Whiffin – The Lister Practice Patient  Lynda Burt – The Lister Practice Patient  Janet Meisner – The Lister Practice Patient  Sharon King – The Lister Practice Patient  Christine Nangendo – The Lister Practice Patient  Selema Bestman – The Lister Practice Patient  Gabriel Adine – The Lister Practice Patient  Monika Forteta – The Lister Practice Patient  Najib Sahabi – The Lister Practice Patient  Zainab Sulaiman – The Lister Practice Patient  Salieu Bangura – The Lister Practice Patient  Esther Choutsedjem – The Lister Practice Patient  Judith 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 |
| **Introductions** | Dr Widad Hamed (WH) – GP Lead  Adita Varavina-Grover (AVG) – Interim Practice Manager  Duniya 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 |
| **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. |
| **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. |
| **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. |
| **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. |
| **End of Meeting** | Thank you for taking the time to attend. We greatly appreciate all feedback received from our patients. |