**Carpenters PPG Meeting Minutes**

**Date: 4th May 2021**

**Attendees: Sabine Mohammad (RM), Reena Gonsai (PM), Sohail Hussain (APM), Farzana Hameed (Lead Nurse)**

**Patient attendees: BW, EF, NI, RA, SM, SA, FM.**

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| **AGENDA ITEM** | **NOTES** | **ACTIONS** |
| 1. **Introduction** | Introduce Host and staff, then spoke about the management Structure of carpenters since 1st July 2020, introducing all the roles ATM have brought into carpenters | N/A |
| 1. **Our Clinical Team** | Naming the new GP’s who have joined carpenters, including the new physician associates and the new FCP who have joined. The aim to improve patient care by expanding into a wide and diverse Multi-disciplinary team. | We are recruiting for More GP’s around the sites and aim to improve patient access. |
| 1. **Telephony** | Explained our new telephony System X-On, explained the benefits of X-On. Call monitoring can be done, also now have a queuing system on the phone which was not there before. We can also add staff members around the region should there be a big queue. Failsafe system in case the phones go down. Overall feedback has been positive. | N/A |
| 1. **COVID -19 Measures** | Current measures in place are as follows – Telephone first, Virtual consultations, Online Consultations, Social Distancing measures, Triaging at reception, temperature checks, and Twice weekly staff testing. Newham Vaccination Programme, 2 hubs to book in patients. | Q: SM; How can I get the vaccine?  Q: BW: Can clinically vulnerable get the vaccine? |
| 1. **Dr iQ** | Our online consultation app which has almost 8000 patients registered into this app. The fastest way to get through to the GP, Our MDT deals through this every day. With also a central evening team that clear through these consultations.  Available 5 days a week, with a lot of functions within the app |  |
| 1. **AOB** | Open to take any questions these next few minutes. |  |

**End of meeting.**