*PPG Meeting Minutes*

*Meeting Date:* ***20.10.21***

*Meeting Held by: Bushra/Prabhjot*

*Minute Taker: Syed*

*Attendees: SP, SK, SB*

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|  | Agenda | Discussion | Action/Action By |
| 12 | Face to face appointmentsFlu vaccination campaign | * We are now back to offering face to face GP appointments in all 3 of our practices (Carpenters, Church Rd, St Luke’s)
* Reception team are being advised to adhere to our face to face appointment protocol which outlines which problems should be booked directly in for a F2F
* Our GP’s also have their own f2f booking slots to bring in patients who are needing to be seen face to face.
* The practice is offering the flu jab to all eligible patient groups. Patients can also call the practice at any time to book in for your flu jab.
* Initially, vulnerable patients are being prioritised to be jabbed first, then the rest of the general public will be offered it too.
* Between all vulnerable cohorts, the GP practice is aiming to vaccinate between 75-90% as an aspiration.
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| 3 | Dr IQ app | * We aim to respond to all patient queries, clinical and admin on the same day
* Patients who submit an online consultation receive a telephone consultation from one of our clinicians, and if required they would be offered a face to face appointment.
* According to our data, we respond to the majority of patient queries on the app within 4 hours!
* Patients are also able to submit online consultation requests on behalf of their children.
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| 4 | CQC rating and improvements | * The practice underwent an inspection by CQC and unfortunately received an ‘inadequate’ rating
* Following this inspection, the management and senior team made an in-depth, robust plan to improve key areas mentioned in the CQC inspection report.
* We have made our surgery a safer, well-led, responsive and caring place for our patients, as demonstrated when the CQC returned for a follow-up inspection and the practice received a lot of positive feedback and acknowledgement that it had made significant improvements.
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| 5 | AOB | * Patient asked ‘’is there any additional support for carers available?’’
* PM answered: ‘’The surgery is currently advertising for a Social Prescriber, who is a member of the clinical team who deals with patients who are suffering more from socio-economic issues and can use additional help and resources which otherwise may be unknown to them, a lot of the patients can benefit from speaking to the Social Prescriber’’
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