MINUTES OF PRACTICE PPG MEETING

Date: 06.02.2023: 3.00pm – 5.30pm

Next Meeting Scheduled: 9.05.2023 (Subject to Change)

**ATTENDING PATIENTS – 510992, 13827**

**ATTENDING HOSTS – Dr Asha, Tamanna, Kukuwa Anderson, Pisterling Tampa,**

**Meeting minutes Taken by: Tamanna Hussain**

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| **AGENDA ITEM** | **DETAILS / COMMENTS** | **AGREED ACTIONS** |
| 1. **Introduction to team** | PT – introducing all present staff members and roles  Dr Asha – Clinical Lead GP who has been with the practice for almost 6 months now. Dr Asha would like to hear patient’s perspective regarding any recommendations the patients have regarding the practice and overall service  Management team –  Abubakar Nur – practice manager  Pisterling Tampa – Assistant practice manager  Shahid Arshid – Senior Administrator  Dr Asha – current permanent GP who is supported by locum GP’s – Dr Rashid, Dr Mostafa, Dr Shabaz, Dr Gulrez, Dr Nadia – We also have 2 pharmacists – Shakeel Khan and Zainab F Patel   * The practice also has 2 nurses on rotation – Claudia and Nasreen. We also have 2 HCA’s – Abbas and Nadia who carry out blood tests and reviews. We also have a female HCA to accommodate to female patients who prefer to be seen by a female HCA. * Our patients are supported by our social prescriber Kukuwa Anderson. * Dr Asha also introduced and gave a brief description of the admin team and roles |  |
| 1. **Feedback** | 1. PT – we would like to receive feedback from patients with regards to how the practice is currently performing and are there any suggestions with regards to improvements 2. **510992** – Why are there not many permanent GP’s    * PT – Locum GP allows flexibility to the GP’s – Locum GP’s are paid higher rates and it is harder to secure a permanent GP    * Dr A – Newham as a borough finds it hard to recruit in the health sector – this is affected by things such as parking, traffic, area locality    * Dr A- In comparison to other boroughs Newham lacks GP’s who want to be permanent    * Dr A - Language barriers are a cause at times as the area is ethnically diverse and the language barrier does make it harder patients to communicate with GP’s    * Dr A – practice is working alongside the borough to make it easier for GP’s i.e. trying to figure out if there is any way to ease the parking restraints for GP’s | We are actively looking for more salaried Gp’s.  Feedback to admin team regarding how they speak to patients & put them on the customer service training. |
| 1. Receptionist well being | **510992** – Do all these issues make the receptionist’s job harder?   * PT – Majority staff are well trained and are able to communicate any difficulties they encounter * PT – Receptionists and managers work alongside each other to ease the triaging problem   **510992** – Has trouble with receptionists – a lot of patients are suffering from I.e. MH issues – sometimes you call and receptionists are unable to give appointments. She called and was unable to get an appointment for a GP appointment. **510992** – worked in Asda tills – customer service roll – receptionists need to know what the patients are going through. There are not enough GP’s which creates stress for the GP’s which is then overshadowed onto the patients. This practice is helping patient a lot i.e. Newham money, universal credit and benefits which was all done through the assistance of the practice staff – I.E. the help of Kukuwa Anderson and her social prescribing knowledge. **510992** would like reception staff to make her happy before she is seen by a GP.   * PT – we are actively working to improve customer service amongst the team   + PT – Sometimes patients being rude or aggressive with the staff also occurs which affects the staff – the new management is working closely with staff and patients to help improve the morale of the practice   + Dr A – Big priority going forward is to help the reception staff and patients in terms of service – this is an on-going task that all staff members are prioritising   13827 – The team is very quick to solve issues which arise – this is something she appreciates and admires as any issues, complaints are addressed quickly  PT – the general morale of the practice is happy and supportive | Feedback to admin team regarding how they speak to patients & put them on the customer service training. |
| 1. **Dr IQ** | **510992** – Dr IQ – the app does not work and probably should not exist   * + PT – There will be an update soon which should improve the service for the staff.   + **510992** – Dr IQ app is not working at all – patient has tried to resolve the issue with the help of admin staff but it is still not working   + PT – Appointment requests should be sent between 7am – 8 am – the issues on the app are currently under review by the external team   + **510992** – Dr IQ app – when tried in the morning by the patient and her daughter there was an error and an appointment was not given   + PT – If the app is not working – patients should call at 8am to book an appointment which can be booked with our GPs or out of hours GPs | There has been a recent update that will allow more pathways for patients to book appointment. The best times to use the DrIQ app is between 7:30am – 8:30am. Other pathways are open all day. |
| 1. **Social Prescribing appointments** | **510992** – Kukuwa Anderson should be given more appointment times. When she has an appointment with Kukuwa the 1 hour slots are not enough for her. She would like more social prescribing days as she is unable to get appointments for social prescriber slots when she requires them   * + PT – We are currently working on something to have more availability for social prescribing in the near future   + **510992** – when Dr Lynda left the practice she wanted to leave the practice but due to the help she has received from Kukuwa she is grateful and very happy | We will review the social prescribing appointments with a view to increase the amount of appointments |
| 1. **Date of Next** | Every 3 months – | To be confirmed- SMS |