**PPG Meeting Actions/Minutes**

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| **Date:** | **27.04.2023** |
| **Attendees:**  **Staff** | **Alfie Sleap (AS) Dr Scarlett Gard, Christiana Sakyi, Mohammad Qasim** |
| **PPG Members** | **(MX) , (LO), (LO), (JB),** |
| **Apologies:** | **OTHER MEMBERS** |
| **Place:** | **Teams Meeting 27.04.20233** |
| **Agenda:** | 1. Introduction 2. The Practice Team 3. Practice Changes 4. Past/Upcoming Events 5. Questions and feedback from PPG members |
| **Recorded by:** | **Alishia Labonte** |

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|  | **Description** | **TASK** | **Action by** |
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| **Actions** | | | |
| 1 | **Meeting started at 17:00pm**  Introduction of staff and PPG members lead by AS- Apologies for postponing last meeting, this was due to short of staff and events we had at the Practice. |  |  |
| 2 | **The Practice Team Changes**  **7 New Starters**   * **Jennifer Simon – Receptionist** * **Emdadul Hoque – Receptionist** * **Mohammad Qasim – Assistant Practice Manager** * **Theresa George – Social Prescriber** * **Anoushka Apajee-Heeroo – Prescribing Pharmacist** * **2 New Physician associates starting soon** * **Hiring a new Prescribing Pharmacist**   We are continuing to look at expanding our team at Practice Level and throughout the PCN |  |  |
| 3 | **The Practice Changes**  **Enhanced Access-**  We have implemented the enhanced access service since 1st October 2023. At a Practice level we have found this to be a great addition allowing for more appointments to be available for our patients.  We open the GP slots on a weekly basis and we have these appointments from Monday to Friday.  Our Saturday 1-5 appointments we try to keep for patient with long term conditions but if these are not used we will free up these appointemnts for patients to book in as general appoinments.  We encourange feedback from the PPG members if they use this service in the future.  It is now the new financial year and we will now start to contact ur patients for reviews at the Practice. This is important as it allows for the Practice to engage with our patients who have long term conditions and offer any support they may require.  **Phone lines**  We have now implemented the ‘call back’ feature on our phone lines for the Patients. This allows patients to have the option to not wait in the queue when they call the Practice. They will hear a message that allows the patients to select an option that the Practice will automatically call the patient back when they are closer to the front of the queue. The phone line will always call the patient back twice if they are unable to pick up the first time. |  |  |
| 4 | **Past/Upcoming Event**  **Women’s Health Day** E16 Health will be hosting a womens day on Thusday 18th May 2023. This is the second womans day event we have held at the Practice. We will have a presentation from one of our Lead GP’s and also have a talk with our maternity team from Pontoon Dock to help support the Practice with any questions our patients may have.  Going forward is there any events patients would like to see the Practice do?   * Mens health * Diabetes management * Coffee mornings for our elderly patients to help have some interaction. |  |  |
| 6 | **Questions and feedback from PPG members**  Options on Dr IQ being limited.  The options that are on Dr IQ are very limited. Patients would like the option to request things like simple blood tests they might require as an annual review.  Action – The Dr IQ system will be changing in the coming months for the Practice. Patient will have access throughout the day to Dr IQ allowing for them to put through any queries or requests they have and receiving a response back the same day. We will have a triaging system with a range of clinicians working together in a hub throughout the day booking the patients with the correct service they require.  We will update the PPG team on when this will be roled out. |  |  |
| 8 | Meeting Ends |  |  |
|  |  | TASK: |  |