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**Hanley Primary Care Centre**

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**PPG (PATIENT PARTICIPATION GROUP)** 29th April 2022

The virtual meeting of the Patient Participation Group (PPG) for Hanley PCC took place between 4.00pm-5.00pm on Friday 29th April 2022.

**Attending** : Dr Ashwin Balabharda, Bianca Goncalves (PM), Imogen Munro(NA), Joanna Gajzler(APM), Mr DN & Mr CK

**Apologies:**  Mr AI, Miss AB, Mrs GM ,Mrs CS ,Mrs CL, Ms MK, Mrs EG,Ms LP, RS and Miss TG

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| **Subject** | **Description** | **Raised** | **Actioned** |
| **Welcome** | Bianca welcomed all members to the meeting at Hanley PCC and thanks were given to Imogen for organising this | Bianca | No action |
| **Minutes of last meeting** | The minutes from last meeting were read and agreed to be accurate | Bianca | No action |
| **Practice update** | Bianca introduced herself as the new PM and Dr Ashwin Balabhadra as the New Clinical Lead for Hanley PCC | Bianca | No action |
| **Structure** | From previous meeting no Chair nor minute taker was elected | Imogen | In progress |
| **Clinical availability** | * Additional to the team we have 2 new Physician Associates and 2 Prescribing Pharmacists. The practice still runs triage through telephone consultation where patients can speak to a Doctor to receive advice and guidance, discuss results, medication review and chronic disease management and be booked for a face to face appointment. Patients also have the possibility to book a face-to-face appointment without prior telephone triage. Patients confirmed that telephone appointments are well needed and welcomed for those who do not have time to come for a face to face appointment in the clinic.   All participants confirmed that the DrIQ Application was very helpful, simple and manageable. | Bianca&Dr Ashwin Balabhadra | No action |
| **AOB** | Practice is recruiting 2 salaried Gps, 1 Nurse and an additional Prescribing Pharmacist. | Bianca | In progres |
| **The purpose of the Minutes** | Both PPG members and practice will contribute to agenda which will allow a free flow of information and communication. So patients are aware of services provided such as events held at practice. | Bianca | No action |
| **Aims:** | effective communication between the practice and its registered patients and to encourage the patients to get more involved in the running of the practice and its services | Bianca | No action |
| **Objectives** | Clear and effective communication between the surgery and its patients.  To work in partnership with the practice to help patients take more responsibility for their health.  To contribute to the continuous improvement of services and quality of care, and in the monitoring of current provision and levels of patient satisfaction | Bianca | No action |

Thank you all for attending the meeting

**Next Meeting 19th August 2022**