**PPG meeting minutes**

**Date: 7/7/22**

**Time: 4:00pm**

**Attendees: Shahanaz (Practice manager), Hossain (Interim Practice Manager), CJ**

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| **Agenda Item:** | **Topic:** |
| 1. **New Practice Manager**
 | Shahanaz introduced Hossain who will be joining Mitchison Road Surgery as the new Practice Manager from 11th July.  |
| 1. **Blood tests at UCLH**
 | Following on from the last PPG meeting, we are expecting to be able to offer blood test appointments at UCLH for our patients by mid-July. We have almost completed the process but there appear to be some technical issues which our clinical system supplier is currently addressing.  |
| 1. **Changes to Practice systems**
 | We will be implementing a new system which has proven to be successful for other sites within our organisation. We will be encouraging our patients to call back on the day that they want an appointment and doing our best to ensure that they get the appointment on that same day. All consultations that come in via our Dr iQ app will be reviewed by a team of on-call clinicians, made up of a duty doctor, duty pharmacist/PA, and an admin buddy. This is going to help us achieve even quicker response times for our patients and ensure patient safety is maintained. This will also help us to reduce our DNA rate by avoiding booking patients weeks in advance. CJ asked what options were available for patients who did not want to use the Dr iQ app or contact the practice by telephone. Shahanaz explained that coming in to Reception and requesting an appointment was also still possible.  |
| 1. **GP recruitment**
 | We are in the process of recruiting another salaried GP – this is a priority for us as we understand the importance of continuity of care for our patients. For the time being, we are booking ad-hoc locum GPs to fill the gaps so we are not short of access and still able to meet our high patient demand.  |
| 1. **Reception staff recruitment**
 | We are currently short of Reception staff. We have new joiners who are currently going through the onboarding process. We would greatly appreciate for patients’ understanding for any teething problems until our new members have been fully trained.  |
| 1. **Zero tolerance policy**
 | We have had some incident occur with patients at the Practice over the past few months. Subsequently, we thought it would be important to address our zero tolerance policy in this meeting. The policy is a notice for our patient that we will not tolerate any type of unacceptable behaviour; this could be verbal or physical abuse, harrassment or threats in any form. Our staff have the right to work in a safe environment without fear, intimidation or violence from anybody. Where there are serious or persistent problems, we will issue warning letters and remove patients with the support and approval of PCSE.  |
| 1. **Questions from patients**
 | CJ asked a question regarding Mitchison’s contract and if we had any information about the continuation of the Practice running. Shahanaz explained that any discussions about the Practice’s contract would be had between our Regional team and the CCG. At the moment, we have no knowledge of any changes happening and are expecting the Practice to continue business as usual. Shahanaz advised that if patients had any further questions about this, they can contact the Practice via e-mail at patientdata.mitchisonrd@nhs.net. We will then forward this on to the relevant team within the organisation. |