**PPG Meeting 26.10.2021**

**Attendees:** Dr K Cheema, Asma Manir, Helen Baws, Patsy Mcpherson, Huma Ahmed

**Asma:** Welcomes & Good Morning

**Actions completed since previous meeting:**

* Additional staff in morning so lines aren’t so busy anymore
* Staff rota updated, extra cover in the morning
* Website updated with new staff/apprentice details

**Practice Updates:**

* F2F appointments – on demand (have been since June)
* Covid Vaccinations – moved to Al Shafa Medical Centre
* Offering more ON THE DAY appointments and slightly less pre-bookables as preferred by patients this way
* Covid rules relaxed, however practice continues to encourage face masks and stagger appts/clinics to avoid footfall and avoid spreading of infection

**Discussion & Feedback from PPG members:**

* **Helen:** Positive Feedback for Asma for organising PPG meetings & especially f2f one.
* **Patsy:** Waited on phone line for over an hour on one occasion and in the end hung up and came into practice for her query. Looking forward to testing phone calls now that staff has increased in morning .
* **Patsy:** Discuss pandemic causing anxiety, increase in mental health problems etc whilst expressing her frustration. **Dr:** Sympathised with pt, agreed pandemic has taught us to do things differently and brought many changes however not all changes are bad. There are pros and cons to everything. Clincians do feel some problems can be solved via telephone consultation and does not require a f2f appointment which saved patient time as well as GP allowing better focus and time on patient’s care and quality of their care.
* **Helen:** Why do reception ask for reason for appointment? Explained its to help clinician prioritise appointments based on urgency. **Feedback:** maybe offer information on website explaining why receptionist might ask for reason for an appointment.
* **Huma:** Pointed out on one of the occasion a face 2 face appointment with a clinician was not available. **Explanation given:** Sometimes towards end of month clinics for following month are not up yet which is why receptionist are unable to offer appointments until sessions are up. **Action:** Pm to chase clinicians earlier and put sessions up in advance to avoid this. **DR:** Also explained that although as a practice we offer face to face however some GP’s due to personal/medical reasons of their own wish to TRIAGE patient first, this does not negate available F2F appointment with other clinicians. Patient education is also important so they understand based on clinical severity and availability that their preferred clinician may not always be available to them.
* **Helen:** Bad press regarding GPs on the news doesn’t help. **Dr:** Addressed misconceptions that patient sometimes feel if a Dr doesn’t see them f2f then they are not looked after but it is important patient understands for a GP to offer good clinical quality care for a patient, they need admin time too to check lab reports, carry out referral tasks, actions, reading hospital letters, updating medication etc.

**Next Meeting Date:** Approx 3 months (Tue / Thur) Asma to plan and contact members.