

**Confidential**

**The Medical Centre**

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**PPG (Patient Participation Group) Meeting**

**19th October 2021**

**Attendees:** Chambis Georgiou **(CG)**, Gill Coulson **(GC),** Pauline Marshall **(PM),** Aylen Hanelci **(AH)**

Linda Walker **(JW),** Husna Jaumdally **(HJ)** , Faez Jaumdally **(FJ)**

**Apologies**: Dr Simon Edoman, Dr Javier Yuritta, Nurse

**Chairperson:** Chambis Georgiou

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| **Agenda Items** | **Discussion in brief/Actions** | **The person responsible for actions** |
| **Welcome and introduction** | **(CG)** **(GC)** welcomed all present at the meeting. |  |
|  | **(CG)** The minutes from the previous meeting could not be approved as this is the first meeting of a new PPG Group. |  |
| 1. **PPG Presentation** | **(CG)** Explained and disseminated the prepared presentation. A brief discussion about certain patient survey results and patient demographics was discussed.  **(FJ)** Asked were the data in the presentation come from?  **(CG)** The data and graph is from the Public Health England’s website.  **(CG)** We discussed some of the data results and will be making efforts to improve on those results that were less favorable.  (**GC**)Current staff by role was discussed as highlighted in the presentation. |  |
| 1. **CQC Update** | **(CG)** The current position of The Medical Centre was explained. We have recently had a telephone-table top inspection.  This went really well.  We shall be having some extra learning sessions for staff regarding CQC compliance so that all staff are up to date with the latest legislation and requirements.  The practice is rated as “Good “by the CQC across all domains |  |
| 1. **Staff Recruitment** | **(GC)** Our Practice Nurse is training whilst working at the surgery. She will be an ANP (advanced Nurse Practitioner). We also have an alcohol adviser, substance misuses support worker and pharmacist that support and complement the rest of our clinical team  **(PM)** I was not aware that we had all these other health care professionals at the surgery.  **(GC)** You probably were not aware that we had these allied health care professionals working at the surgery as you may have not needed their assistance.  **(CG)** I think that this highlights a point where some improvement is required. We would like to produce a newsletter that would give updated information to all patients. It would be great if we could have some volunteers from the PPG to lead on this project idea.  **(GC)** We really need your input and assistances as a PPG. We are sometimes so busy that we may not have the time to produce, manage and circulate a newsletter regularly. |  |
| **5. The reception area** | **(CG)** We have had major refurbishment during the lock down.  **(HJ**) It’s a good idea, I am not sure about having free time during the day, and however, I am happy to help out with tasks remotely if that’s possible?  **(CG)** Thank you, this helpful, we can discuss this at some later stage. |  |
| **Operational Issues- Website-Online access.** | **(HJ) (FJ**) Do we have a practice website  **(CG)** We do, please google;  *themedicalcentreislington.co.uk*  **(FJ)** We need to utilise the website and update it with new and relevant information and developments.  **(CG)** We also need to improve the level of online access for the surgery. We shall be campaigning over the next month to attempt to increase the number of patients that are registered or online access.  **(FJ)** This is a great idea. The surgery needs to move with modern developments.  **(GC)** I agree that we need to move with technology, however, we do not want to lose the personal service that we provide to our patients. |  |
|  | **(PM)** Can we hold the PPG meetings during the afternoons?  **(CG**) I have found from previous experience that the CQC takes the view that by meeting during working hours this excludes a larger percentage of patients due to work commitments.  I think that for the time being we will hold the next meeting in the evening and perhaps revisit the question again later on in the year**.** |  |
| **Next Meeting:** |  |  |