**St John’s Way Medical Centre – Patient Participation Group (PPG)**

**Minutes of meeting on 16th February 2023**

**Patient Representatives**

Stephen Wood (SW) (Chair), Harriet Lane (HL) Tricia Barnett (TB) Frances Tomlinson (FT) (minute taker).

**Apologies:** Natalie Johns, Adam Roberts

**Staff:** Jan Lenny (JL) - Operations Manager, Sherif Al-Marayah (SA) - Practice Manager

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| **Agenda Item** | **Action** |
| **Quorum count and overview of meeting from the Chair** It was noted that only 4 patient representatives were present (the quorum is 5) |  |
| **Minutes of the previous meeting and matters arising.**The minutes of the meeting on 20th October 2022 were agreed. Members asked if there was any follow-up on the issue of the removal of items from patients’ prescription list without explanation. It was agreed that a practice pharmacist would be best placed to respond to this, but neither were able to attend the meeting.Regarding the practice website, JL agreed to remove reference to PPG activities (well-being groups) that were no longer functioning. HL agreed to draft a section relating to the PPG for the website; JL will circulate a draft of the joining up sheet, following comments from members that the original draft was too formal and bureaucratic in style.JL explained that he and other colleagues were working from consultants from NHS England on an improvement plan for the Practice, which included review and development of the website. | HL and JL |
| **Updates from the practice**JL informed the meeting of the self-booking system via SMS for patients with long term conditions that was being trialled; patients can see the appointments available and make a booking for a routine appointment.Dr Rosanna Hodgson has joined the practice as a salaried GP.  |  |
| **Meet the new practice manager Sherif**Sherif Al-Marayah, the newly appointed practice manager, joined the meeting and introduced himself to members. He explained that his priorities were to improve the lives of patients, and the well-being of staff. In relation to the former, he highlighted the improvements in contacting and monitoring patients with long term conditions. Improvements were also being introduced for streamlining data input (from registration on line to creation of patient records). Currently staff well-being was adversely affected by estates problems, including leaks, which he was busy trying to resolve. Training of receptionists was another priority area.Patient representatives introduced themselves to SA, and the following topics were raised and discussed:PPG: members regretted that meetings were still not held in person and agreed that we need to increase the numbers and diversity of participants. At previous meetings concerns were expressed regarding the increasing impersonality of the culture at the Practice, but the environment seems friendlier now, and we are nearer to meeting some of our objectives.Dedicated GP system: members reported having to wait a month for a meeting with their designated GP. SA explained that staff still believe in a dedicated GP system, but demand is such that it is difficult to resolve the problem of their accessibility for appointments.Staff training: this involved training receptionists in signposting patients to services other than a doctor’s appointment, including pharmacy and social prescribing.Impact of neighbouring Practice closure: it was noted that a nearby Practice that had been taken over by a US insurance company had recently closed; members asked if this had resulted in a big increase in patient registration at St Johns Way. SA replied that there had been no large uptick in numbers. Members were reassured that there was no interest at St Johns Way in changing the current structural arrangements.Members thanked SA for his contribution to the meeting. |  |
| **Suggestions for agenda items for next meeting**Members reiterated their wish for early evening in-person meetings to be reinstated; JL explained that this was not possible at the moment. Members also expressed the wish to continue to have a GP attend the meeting; this did not have to be one of the partners. It was suggested that the next meeting could incorporate some feedback from GP representatives, following their sharing with colleagues of items raised by the PPG. | JL |
| **Date of next meeting**A provisional date of 25th April was set; depending on the availability of one of the pharmacists. | JL |