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**PPG Meeting**

**23/10/2024 – Start Time 13:07**

**Attendees:**

MN – Deputy Manager

SA – Practice Manager

MC, GM,

JB, BB, GS, JD, ZF, JS, SN, LU, MAS, DR, AW

**Apologies:**

* Review of last minutes of meeting – everyone agreed no changes were needed.
* Meeting started at 13:07
* Informed the members that the Practice will be arranging an Asthma event in the next couple of months to help engage and encourage parents to bring in children in for their review.
* The members were asked if they had any suggestions then to feel free to share them and we can see if we can use them to help with the event.
* New Member AW mentioned that he has been reviewed by two different GP’s over the last two months and feels this may cause a breakdown in communication if Practice has different GP’s in all the time.
* MN explained to AW and to rest of the members that the Practice now has 6 regular weekly Doctors who hold clinics as well as a qualified Prescribing Clinical Pharmacist who hold one face to face clinic a week. This includes :
* Dr Aliaa Hasan – (Female, Senior Lead GP Partner)
* Dr Fouzia Rashid – (Female, GP Partner)
* Dr Nosheen Bhutta – (Female – Salaried GP)
* Dr Jawad Saleem (Male GP)
* Dr Zain Rana (Male GP)
* Dr Zayn Sattar (Male GP)
* Muhammad Subhani (Male, Qualified Prescribing Clinical Pharmacist)
* The above are all regular GP’s who hold regular weekly clinics. We do have two regular locums which the Practice has on standby in case any of the above are off.
* As AI is becoming more and more advanced the Practice is trying to utilise how we can incorporate this into the Practice and improve our services more. We have discussed with our PCN and we will be having a chatbot on our Phone system which will help signpost and provide information whilst waiting to speak with a receptionist. The patients will be able to text anything relating to the NHS and it will provide links/information timing and number etc. it will even show you how to register online and order any repeat medication.
* This has been trialled in other surgeries across the UK and has proven to be quite successful.
* The Practice may be closing the Prescription line and advising the patients to use the online services which is available 24/7 to order any medication.
* Some members raised concerns and said not everyone has access to online services/internet or do not have smart phone.
* MN explained we will be making exceptions for such patients and the elderly. However this is just a proposal and no plan to go ahead with this has been confirmed.
* If the Practice does decide to go ahead with this following the NHS Guidance the patients will be notified beforehand.
* MN showed the patients the FFT data for the last 3 months. Overall the satisfaction for the patients is very high compared to the number of dissatisfied patients.
* SA asked if there was anything else the Practice could improve on as we feel we have made many improvements over the last 3 years but there are still patients who feel we are not doing enough.
* ZF said the Practice can not please every patient but sometimes has come across reception staff members coming across very blunt and need to show a little compassion. The patients do understand that the receptionist hands are tied and they can not do certain things but it is the way the message is conveyed that makes the patient feel worse or not listened to.
* Majority of the patients agreed to the above statement.
* MN & SA agreed to take this on board and discuss with the GP Partners and provide training where necessary.
* As many of the members had not tried the call back feature – in the last meeting if was advised if all the members could tr out the feature and provide feedback.
* SN who had not previously used the feature and mentioned in the last meeting that she previously had been waiting up to 1 hour in the queue shared her approval of the feature – she stated this made it so much easier and it meant patients did not have to walk around holding their phones waiting to be connected.
* Sa asked how long it took for the call back from the Practice. SN took out her phone to show the members and said it took less than 5 mins.
* MN asked the members on how we can get patients to leave more positive reviews on the internet – Google/NHS website.
* MN explained the GP’s / Receptionist always encourage those patients who they feel have been helped and appreciate the staff. Many of the patients agree to leave a positive review but then do not leave one.
* JD mentioned that sometimes people may forget to leave a review and most people who do leave a review are those who have not had the best of experiences. JD also advise that when the staff are asking the patients to leave a review to see if they have left one before and know how to do it as in most cases you need a google account to leave a review if you do not have one then unfortunately they will not be able to leave a review.

**Meeting adjourned 14:32**

**Next meeting: July 2025**