

South Reading & Shinfield Group Medical Practice

Minutes of Patient Participation Group (PPG) meeting held on Thursday 14th
September 2023 in the Conference Room at Shinfield Health Centre

Attendees	Dr Faiza Akif – Managing Partner Adeline Fleming – Practice Manager LH – PPG Member KM – PPG Member DV - PPG Member AM - PPG Member	
Apologies		
Minutes taken by	Adeline Fleming, Practice Manager	
Number	Item	Actions
1	Welcome & Introduction The meeting convened at 16:00, and the Practice Manager, Adeline bids everyone a warm welcome and thanked members for attending and expressed the hope at the PPG will continue to engage with the practice as we work together to improve our services.	
2	Minutes from the last meeting	
3	Staff Changes Dr Akif announced the staff changes which have taken place in the practice and welcomed new staff Adeline Fleming - Practice Manager Punita Joshi – Locum Pharmacist Shakti Shah - Clinical Pharmacist Carole Durrant HCA, has returned to the Team Jade Sims – Practice Nurse Regular locums in place – Dr Khan, Dr Sheikh, Dr Shakur, Dr Singh, Dr Gurung, Dr Qayam Przemyslaw Wagner – Paramedic will be working 1 day per week Shornim Gurung - Receptionist Lita Tuggey - Administrator Members of the Team who has left Dr Narintherian has left the surgery Kiran Dimman – Pharmacist left	
4	Access	

	<p>We discussed access and the GP contract which this now includes and looked at suggestions of how we can improve. PPG members present feedback they were</p> <ul style="list-style-type: none"> • unable to get appointments when ring the surgery at 8:00am • not told who the appointment is with on booking <p>Ways of improving the above has already been put in place by the Surgery which are as follows</p> <ul style="list-style-type: none"> • pre-bookable appointments to be offered • on the day appointments to be offered • minor illness surgery now available • medication reviews available by pharmacist • Physiotherapist will be coming soon <p>It was suggested by the PPG that patients who DNA an appointment a note be put o the system and reception staff to make patient aware on booking not to DNA. Clinicians to ensure use the correct pathways; clinicians to explain reasons why something is being done or not done; patients prescriptions to be aligned; blood request forms to be available.</p> <p>The Surgery had introduced a new online tool Anima which should help to increase access to patients. This is a triage tool which patients can access to submit a medical or non-medical request. Receptionist and Admin can support patients to use this tool.</p>	
5	<p>Feedback</p> <p>The results from the National Patient Survey were disappointing. We looked at ways of improving this and looked at questions to complete a survey locally. Questionnaires will be given out at the reception desk and patients can complete and return I the box provided in the reception area. It was suggested that the Surgery needs a Social media presence and a member volunteered to be an advocate for the surgery to promote.</p>	
6	<p>Data Breach</p> <p>Apologies were offered to the PPG for the Data breach which occurred in November of 2022 and reassured that</p>	

	we are looking closely at ensuring this does not happen.	
7	<p>Outreach Programmes</p> <p>There are plans to work with the PCN to complete Outreach programmes in the community. Patients will be notified of these when they arise.</p>	
8	<p>Research</p> <p>Patients will be sent text out to participate in Research as part of the PCN</p>	
	<p>ANY OTHER BUSINESS</p> <p>There were no other business discussed. The meeting adjourned at 18:00 and Adeline and Dr Akif thanked everyone for attending</p>	
Date of Next Meeting	To be Confirmed	