Meeting held on **Wednesday 29th May** 2019 at **6pm**

**Attendees:**

AT Medics representatives: **Danielle Caswell, Regional Manager; Danielle Bagley, Practice Manager; Daryl Dowey, Assistant Practice Manager**

Patient representatives, in total 7 patients – list of patient attendees held separately

**Points of Information**

Text messages are the preferred way for patients to be informed of the meetings

No times on the posters or the text message sent out for this meeting

**Introductions**

* DC took pts through introductions and apologised for missing time on communications about the meeting
* DB informed the group about the purpose of a PPG as a forum for us to discuss any changes, improvements for services or ideas for change. Patients to shape the services that we are providing

**Ground rules**

* DB outlined the ground rules, explained that the PPG is not a forum for complaints and advised the patients of the Managers open surgery between 10 and 11am each Tuesday to raise any concerns feedback
* DC advised this was to protect their confidentiality and ensure that the manager has enough time to investigate with them and go through their issues and an open forum was not the best place for this to be resolved
* Patient raised personal complaints and issues and DD advised would call tomorrow to resolve, Patient said he would come in at 10am

**New telephone system and new computers**

* DB talked through the previous survey results in response to an SMS survey monkey sent on the 17th April 2019
* Patient advised that she hadn’t contacted the practice since the change
* DC outlined the new system and the oversight the management team has and that we are confident that there is a marked improvement in staff and the telephone system
* Advised we will re-survey and display results to show improvements to patients
* New PCs installed in clinical rooms and on the front desk due to the speed of the PCs and poor patient experience, there should be a clear marked improvement for patients and staff have already seen the benefits of this
* DD advised to use the telephone system when needing to check if something is available to collect before making the journey down to make things easier for patients
* DC advised that it is always best to send medications electronically to the pharmacy to avoid the risk of prescriptions not printing and being ready for collections
* DD advised any issues with the electronic prescribing to let him know
* A few patients expressed some issues but willing to try electronic prescribing again so will let DD know
* Send prescription requests via email to souccg.listerpractice@nhs.net

**Staff update**

* Dr Garber no longer works at the practice and has moved on to the Hambleden Clinic, Nurse Reni Patrick is no longer working at the practice and we wish them both the best of luck
* DB spoke through new GPs that have started at The Lister Practice
* Dr Hamed and Dr Andan have been with AT Medics for a number of years and have worked in Southwark for that time, they are very experienced and aware of local services and we are really happy to have them join us at the practice on the 1st April
* Dr English joined us at the surgery on the 1st May as our Lead GP and he will be coming to future PPG meetings to get to know our patients and listen to their views
* Dr Parsons also joined us in May and has experience working in the area
* Nurse Elaine has increased to working 5 days a week at the practice
* New receptionists Edem and Marsha joined us on the 1st April and have experience in a GP surgery
* Healthcare Assistant Kajal has increased her clinical sessions at the practice to 4 mornings a week, she provides blood taking clinics for patients which are bookable at reception
* All patients happy with the new staff appointments and the increase in the clinical team
* Concerns over staff staying at the practice due to the turnover of staff since the start of the contract on the 1st October 2018, these new staff appointments give reassurances that we are moving towards a stable workforce
* Patient elated with the meeting and the changes
* Concerns that some GPs will be more popular and that other GPs may not have as many patients, DC expressed that in her experience it typically evens out and there aren’t issues

**Any other business**

* Concerns over the length of wait for the appointments to see a GP
* DC and DB outlined how the appointment system works, advised patients about the roles of Pharmacists and Physician’s associates and how this helps to free up GPs for routine appointments for patients with complex long term conditions
* Patients happy with this system and understood how it makes sense and happy to use this service and be seen by Pharmacists and Physician’s Associates in the future when they have an on the day need
* DB if you call for on the day and ask for an appointment reception do ask for a reason to ensure you see the right person and you are given the information that will help you the most. Anything disclosed is entirely confidential and you always have the right to say it is personal.