**Attendees:**

1. Mrs Polly Phillips
2. Mr Robert Bellew
3. Dr Joseph Cohen (GP)
4. Mrs Hayet Matouk (Practice Manager)
5. Mr Jazonth Ganesalingam (Receptionist)

**Apologies:**

1. Mrs Barbara Cochrane
2. Lesley Graham
3. Prof Kelly
4. Prof Seekers
5. Mr Alan Hall
6. Mr Seyed Aghamiri
7. Ms Leticia Salinas

**Agenda:**

1. Introduction
2. Explanation for the meeting being pushed back
3. Addressing issues from the previous meeting
4. Review of concerns and queries from PPG members with Practice Manager
5. Any other concerns
6. Next meeting date

**Key Discussion Points:**

1. **Meeting Format:**
	* The meeting was conducted over the phone due to the lack of facilities for an in-person meeting.
	* Attendees suggested holding in-person meetings in the reception hall after surgery hours, but it was deemed unlikely.
2. **Meeting Delay:**
	* The delay in the meeting was attributed to staff sickness/holidays and pressing/urgent matters.
3. **Telephone Answering Time:**
	* Practice manager provided statistics on the average waiting time for phone calls.
	* An increase in phone calls was noted due to batch text messages for patient reviews.
	* Overall, PPG members agreed that the pickup time varies but is generally good.
4. **Appointment Information:**
	* PPG members were not aware of early morning appointments on Mondays.
	* Practice manager explained the GP is working from home, and appointments are released simultaneously for all patients.
5. **Staffing Challenges:**
	* Difficulties in retaining staff (GPs and nurses) were discussed, mainly due to changes in government funding.
	* Lack of funding for recruiting GPs, with emphasis on promoting social prescribers and pharmacies for certain services.
6. **Blood Test Forms:**
	* PPG members reported that blood test forms only list hospitals for appointment booking.
	* Attendees were informed about accessing more clinics by visiting the website listed on the form.
	* Information about walk-in services at the Waldron Health Centre was provided.
7. **Advance Nurse Practitioners (ANPs):**
	* ANPs are introduced by NHS England, funded separately from GPs.
	* Attendees reported some negative experiences with ANPs, and practice manager encouraged members to email details.
8. **Positive Feedback:**
	* Positive feedback was given regarding the in-house pharmacist at QRP and Queens Road Pharmacy.
9. **Repeat Prescription Protocol:**
	* Attendees were informed about the process for repeat prescriptions, taking up to 4 working days.
	* Various methods for making requests were outlined.
10. **Carers and GP Relationship:**
	* An alert system is in place for carers, but some numbers were reported as outdated.
	* Social prescribers, introduced by NHS England, were discussed as a service to guide patients to the right services.
11. **New Patient Registration:**
	* The practice is accepting new patients with a disclaimer for those outside the catchment area.
	* Discouragement for patients outside the catchment area due to potential limitations in accessing services.
12. **Cancelled GP Sessions:**
	* Procedures for notifying patients of cancelled GP sessions were outlined.

**Next Meeting:**

* The next meeting will be confirmed approximately six months from the current date.

This summary provides an overview of the key points discussed during the PPG meeting. If you have any specific questions or need additional details on certain topics, feel free to ask.

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