Date: 07.06.2017 Time: 6pm

Attendees:

* PPG Acting Convenor - Ms Nan Tewari
* PPG Members (see attached list)
* Faraz Ali – Deputy senior Manager AT Medics
* Neil Rajamohan – Team Lead and PPG Admin Lead The Wembley Practice

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| ITEMS | ACTIONS | By Whom/Date |
| 1. Introduction  At Medics as an organisation | Faraz explained to the patients that from 1 Jan 2017, the old Harness GP practice APMS contract was awarded to AT Medics which runs a current total of 35 GP practices.  He explained that the walk-in centre is now separate and is accessed through the main reception door of the building.  He explained to patients that the APMS contract is subject to specific guidelines which we need to follow as required by the NHS. | Faraz |
| 2. Patients' comments  Challenges  Staffing  Operational Challenges | * It is taking too long to get through on the telephone. Shortage of admin /reception staff? * It is difficult for patients to make it to appointments during current surgery hours if they are working and later appointments are therefore needed. * It is felt that there are not enough appointment slots. Shortage of clinical staff? * Patient are accustomed to there being 3 services within the practice premises, namely, the Walk in/the Hub/ and the GP practice. Now that there is only the GP practice, patients expressed dissatisfaction with the fall in quality of service offer. * Why is the practice registering new patients when there are not enough appointment slots for the existing patient cohort? * Online appointments need to be made more accessible. * There should be practical help for patients to understand how to use the online system both on home computers as well as on smartphones. * There don't seem to be enough online appointments available. Can there be a real-time appointments system that is equally accessible to practice staff and patients subject to the practice retaining slots for emergencies? | Patients |
| 3. Progress to date  Physician Associates  Pharmacist  Patient Check In system  Patient Calling In system  MJOG SMS Software  Online Service | The clinical staff team now includes GPs, Physician Associates who are medically trained and will prescribe medication under the supervision of a GP, and a Pharmacist who can give longer consultations and has the time to go through full medications reviews with patients.  A new self service check in system has been installed in reception which means patients don't have to queue up at the desk.  Another new system is the patient calling system which will call out patient names and tell them which consultation room they should go to.  The practice has software called MJOG which can send text messages to patients essages about urgent matters and updates about the practice.  It was explained to patients that they have now been given access access online to book weekend appointments which is only given to them to book and can also be pre booked by them. | Faraz and Team |
| 4. Future Planning | * An order has gone in for more phone lines and more staff will be recruited so calls can be answered more efficiently. * There is a target to increase online appointment bookings from 10% to 90%. * AT Medics is keen to achieve the standards that will enable the Wembley Practice to become a Teaching Practice. * The Wembley Practice would like to offer more services to patients such as minor surgery. * Work will be done to establish a robust PPG Group that can act as a critical friend to the practice. * This will include setting out a constitution and electing a Chair for the PPG. | Faraz and Team |
| 5. AOB | * Nan asked whether anyone wished to nominate themselves or another person to chair the next meeting. There were no nominations. * Patients would like to see the return of the BP /weight machine in the reception area. This will save both staff and patients' time. * A play area will help keep to keep children occupied during the wait for appointments. * Patients suggested a microphone for future meetings as the poor acoustics made it difficult to hear what people were saying. * Patients requested the practice invest in a call back system so they can give the practice a missed call and the practice will call them back. This will save much frustration. | Patients |