|  |  |  |  |
| --- | --- | --- | --- |
| **Date** | 12/12/2023 | **Time** | 17:00- 18.00 |
| **Meeting Chair** | Kim Taylor (Practice Manager)  | **Note Taker** | Musa Ishaq (Senior Administrator) |
| **Attendees** | Kim Taylor – Practice Manager Musa Ishaq – Senior Administrator Dr Mohammed Haidar– Clinical LeadAlexandra Bunea – Patient Champion Patient Representatives:Nan Tewari, Shabana Qureshi, Marcela Alexova, James Sweeney , Apoorva Ramaiah  |

**KEY INFORMATION**

|  |  |
| --- | --- |
| **Agenda Item** | **Discussion** |
| **Agenda** | * Introductions and Apologies
* Staffing Update
* Dr iQ data/ update
* Patient feedback
* Choosing new PPG chair
* AOB
 |
| **Introductions** | MH introduced the new Practice Manager, Kim Taylor to the patients and her role. MH also introduced Dr Thapa, Fahmida PA & Vinisha Pharmacist and explained their roles at the practice. MH gave an introduction to himself and talked about running of the practice and important areas such as diabetes, 8 care process, BP, Screening, Reactive care, Proactive care and prevent. MH uses the studies from Australia and New Zealand as the winter is ahead of us. Flu was discussed and patient were encouraged to get their jabs.  |
| **Staffing Update for The Wembley Practice**  | Discussed how the NHS is now really short staffed, there are not enough GPs so we need to hire PAs and Pharmacists to balance it out. We have hired 4 new receptionists, a new practice manager, in the process of appointing a new Assistant practice manager. We now have 4 regular GPs; Dr Haidar as the lead, Dr Thapa, Dr Srivasan,Dr Samia and are currently interviewing for 1 more.  |
| **Dr IQ Data/Updates**  | MI and MH explained to the patients how they can sign up to Dr IQ and how they can book appointments. SQ suggested there should be a direct message system as when the app is closed there no way of getting in contact. AP said she is studying software engineering and would be happy to brainstorm ideas to help make the app more interactive. This will be taken into consideration and will feedback to head office.  |
| **Patient feedback** | We use multiple streams of information to gather patient feedback. These may be Google reviews, NHS Choices or our own Friends and Family tests that get sent to patients. A quick overview of the feedback data we have is shared with the group.  |
| **Choosing new PPG Chair**  | Discussion on choosing new chair – it was agreed that NT would be the coordinator for the PPG meeting and would liaise with the team. Everyone agreed.  |
| **Ownership change** | KT announced that there has been a change in ownership of AT medics and reassured patients that there would be no change to the way the practice runs KT shared the letter statement for our patients to feel reassured that the change in ownership will not lead to a negative impact on their surgery. |
| **AOB** | Patients were updated that we now have 4 salaried GPs who can see patients more regularly. Patients inform that the next PPG meeting would be the 27th February 2024 @ 17.00-18.00pm. at the Wembley Practice.   |