**PPG Meeting 9th September 2019**

Hobmoor Road Surgery.

In Attendance: Dr A Ahmad, Dr I Ahmad, Dr S Ahmad, Merima Sadic, Lisa Molloy, Doreen Quinn, Maria O’Leary, Lubna Anwar, Neinta Gupta, Nosratt Begum, Richelle Castro, Raja Maqbool.

**1)Welcome & Introductions**

**2)Description of Druid Group – Dr Aftab**

4 Surgeries. 11,500 patients.

Clinical staff – Partners, Salaried GPs, Physician associates, Clinical Pharmacists, GP trainees, Practice Nurse, HCAs.

**3)Discussion about CQC Inspection earlier this year - Lisa Molloy**

All the areas CQC highlighted which require addressing were listed.

Actions taken to address these areas were discussed. A lot of progress made over the year.

**4)Results of National Patient Survey - Merima Sadic**

Only 18% response rate. Approximately 75 responses to national patient survey. Therefore a very small sample size.

A lot of positives. In particular, patient experience with reception staff and clinical staff.

The areas that patients were dissatisfied with mainly related to access. This is a recurring theme with most surgeries.

**5)Dicussed High Levels of DNA - Dr Aftab**

Approximately 400 DNAs per month. No significant change from month to month.

Strategies used to attempt a reduction in these high DNA rates.

Texting patients before appointment. Calling patients after DNA to find out reason for DNA.

Posters in surgery educating patients about strains on NHS and appointments at GP surgeries.

Large posters in each reception area.

**6)Discussed In House Survey - Lisa Molloy**

In-house survey conducted in August 2019. 300 patients across the 4 sites.

Targeting the different groups of patients.

Much larger sample size than the National Patient Survey. A more representative sample.

Very positive feedback from patients. Very encouraging.

Over the last few months we have improved access for patients by:

-Recruiting PAs and Salaried GPs increasing their number of weekly sessions.

-Evening and weekend surgeries

-Allocated slots for telephone consultations daily

 **7)Discussed the New PA/Clinical Pharmacist/Trainee Doctors - Lisa Molloy)**

**8)Discussed newly appointed Site Manager Lisa Molloy - Merima Sadic**

Merima introduced Lisa Molloy who will be keeping an overview of the 4 sites and liaising with Merima and the Partners.

She is now conducting weekly inspections of the 4 sites with a structured checklist. She is acting as a bridge between the Partners and Manager and each of the 4 sites.

**9)Discussed the changing and innovative Models of consultations and delivery of healthcare - Dr Aftab**

CCG are piloting new consultation tools eg Skype and online apps.

CCG are making practices ready for this new technology and we will likely see these coming into practice over the next 1-2 years.

**10) Flu Campaign – Lisa and Merima**

Flu vaccines are due to arrive in the next week or so.

Patients will be contacted via iPlato and individual phone calls. Posters in all surgeries.

We have created ample access daily across all sites to enable patients to have their flu/pneumococcal injections on the day.

**11) Feedback or suggestions** **- All**

PPG group spoke about their satisfaction with the surgery.

They praised the changes they have seen over the last couple of years.

They said they appreciated the pressures on GPs and the NHS. They thanked the staff for the efforts made to serve the patient population.

**Date of Next Meeting** - Mid- December (Date to be announced nearer the time)