PPG Meeting

Date of meeting: 13.03.2020 2:00pm

Attendees: Dr Hasan, Fahad Memon, Kim Walker

Other attendee: AP

Apology: MY, PA

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| Standing Items: |  |
| Minutes for PPG Meeting held in Community Room |  |
|  |  |
| Points Discussed | Raised by: |  | Actions and who to action: | Start/Deadline: |
| Meet and Greet Session  |  |  |  |  |
| Previous meeting minutes |  |  | 1 members attended meeting |  |
| New Staff Changes |  |  | 2 new Physician Associate Lorena Lupascu and Fatima Adan1 Admin staff Subida Balakrishnan |  |
| Repeat prescription protocol |  |  |  |  |
| PH said to produce a graph for DNAs and Appointments  |  |  | 663 patient DNA’d since 13 December 2019. Practice offer more then 2400 GPs only appointments. 80 for Nurses and 86 for HCA’s. 7.29% did not attend their appointment, we are working on our DNA policy if any one 3 DNA warning letter will be issued.  |  |
| Flu season  |  |  | First time we achieved Flu national target. Targeted patient was over 65, patient with chronic disease, patient with pregnancy, carers and children age 2,3. |  |
| Appointments |  |  | We are offering mix face to face and telephone consultations, Due to COVID-19 we change all appointments to telephone. Clinician will triage first and ig they feel they want to see patient only after clinician triage practice will offer face to face as per NHS guidelines. |  |
| AOB |  |  | Rude Behavior – we work on zero tolerance policy, We are here to help everybody, but rudnes and shouting unacceptable.FM announces next meeting Date 12.06.2020 ad will be in evening to give chance to working people to attend. |  |
| Next Meeting |  |  | 12.06.2020 |  |