**The Randolph Surgery - PPG Meeting**

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| **DATE** | Meeting Date: 13th June 2022 | **TIME** | Meeting Time: 18:00 -19:00 |
| **Present** | Practice Manager- Noor Al-Tamimi  Assistant Practice Manager  Lead Admin – Kuhima Rahman  Regional Medical Director- Dr Farooq Rafique  Clinical Lead-Dr Mike Nosa-Ehima  Deputy Senior Manager –Abu Osman  Health Watch – Odeta | | |

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| Agenda items | Minutes | Actions | |
| **Introduction** | * The meeting was virtual on Zoom * Staff members introduced themselves to the group through Zoom Link, which had been sent out by Randolph Surgery. * This meeting was chaired by Dr Mike Nosa-Ehima but future PPG meeting will be chaired by patient chair. | All to note | |
| **Discussion Points** | 1. Widen membership 2. Randolph admin to take PPG as a project 3. Appointing head of chair 4. Face to face PPG meeting 5. Staffing/website update 6. Panorama documentary 7. Appointment booking | All to note | |
|  | 1. Widen membership – send SMS for more invites to attract a more patients. Different ages and ethnicities.   Sign of email with link to register to join PPG as re-launch  “We are holding a patient participation group (PPG) meeting to hear your views on our practice. The meeting will be on 18th July at 18:00 If you are interested in attending please email: [randolph.surgeryw9@nhs.net](mailto:randolph.surgeryw9@nhs.net" \t "_blank) or go onto our website and complete the PPG joiner form on [https://randolphgp.co.uk/patient-reference-group/](https://randolphgp.co.uk/patient-reference-group/" \t "_blank)”  Actively speak about PPG and get patients to join. Address it was Patient group rather than PPG. Aim to get 20+ patients to join  Going forward we will sending SMS for invites a week before the meeting | KR to action | | |
|  | 1. Randolph admin to take PPG as a project – assign member of admin team to be accountable to create agenda, do minutes and sending out in a timely fashion. | KR to action | | |
|  | 1. Appointing head of chair – In the next meeting (18th July) elect a Head of Chair who can lead the meetings | All to note | | |
|  | 1. Face to face PPG meeting – Spacing is still an issue in Randolph. Potentially hire space to hold the meetings- but need the initial attraction. – Next meeting will be virtual and O will be sending out links for the meeting. | All to note | | |
|  | 5. Staffing/website update  The website has been updated and should reflect the changes discussed in the meeting.  Please not due to sickness and holidays we may ask other practices for support.  Below is a list of admin/Clinical stuff currently at Randolph.  **Practice Admin Staffing**  Deputy Regional Manager- Abubakr Osman and Agnieszka Jaruga  Practice Manager- Noor Al-Tamimi  Assistant Practice Manager: Zoha Mohammed  Meriam Besbas and Maxine Carter (Practice Adminstrator)  Maisa Bettache, Yesin Ghailan and Kuhima Rahman (Senior Admin)  Kamila Bolejko, Shamima Begum, Shahanaz Miah, Merrem Khawar, Vanessa Tauro and Adbul Aziz (Admin/Receptionist)  **Clinical Staffing:**  Regional Medical Director - Dr Farooq Rafique  Clinical Lead - Dr Mike Ehima  Salaried GP: Dr Laily Pourghomi  GP ST3: Dorota Kuchsrczyk  Long term locum General Practitioners – Dr Arma Patel, Dr Martin Godfrey and Dr Jessie Zhang  Cinical Pharmacist - Nadya Jethwa and Elham Nateghpour (in-house)  May Al-Jawadi and Hanin Marwan (PCN Pharmacist)  Physicians Associate- Mr Charles Neal and Ms Berna Firat  Practice Nurse – Vanessa Ribau and Stephanie Kirori  Health Care Assistant: Jiyi Han  We have 2 new GPs joining us Dr Ranee in August working with us 3 days a week and we are in talks with another GP to work potentially 2/3 days a week.  Unfortunately Dr Mike will be leaving us in July and he will be greatly missed. But we will still see him from time to time.  MG raised a concern where no management was unable to deal with her concerns and to come back in 3 days time. There is always a member of management in the practice from 8:00-18:30. If the APM is not there MC/MB should be present if not, Senior Receptionist should be able to help with queries. | AB/KR action | | |
|  | 6. Panorama documentary  Monday 13th there is a documentary not sure what the angel is. BBC sent undercover journalist to a practice in East London.  Most of the issues raised are not limited to just Operose Health but all practices in London.  PA/ Pharmacists are able to deal with queries as they are appropriately trained and are always supervised by GP. |  | | |
|  | 7. Appointment bookings  Appointments are offered via Dr iQ, Pre-bookable appointment and same-day appointments.  Same-day appointment patients need to call at 8am to book the appointment.  Pre-bookable appointment is usually for non-urgent appointment with waiting time of a week.  When patients call admin staff address any concerns to on call GP who advise what the appropriate steps are to take. Admin team also use different tools to help triage each patients concerns. |  | | |
|  | **General information:**  Nurses and Health Care Assistant appointment are still ongoing with face-to-face diabetic reviews, immunisations, asthma review, cervical screening and more.  We do continue to see many patients face to face but clinicians to continue with telephone appointment and triaging and bringing in whoever they feel is appropriate.  Recognition that workforce issues are an NHS-wide problem and not specific to Randolph Surgery.  Operose Health/AT Medics continues to do recruitment drives to improve our staffing levels and this is constantly reviewed. | All to note | | |
| **Patient Participation Group – PPG** | * Details of the PPG meetings to always be published on the notice board, allowing any patients to join to ensure diversity. * It is in all our best interests to have wide representation on the PPG. * YG/ KR to continue to find patients willing to join the PPG. Will work with O to arrange. * MNE and FR are particularly grateful to PPG members for their time and dedication towards ensuring we are held to account and continue to improve the service we provide. | | All to note | | |
| **Communications:** | Telephone contact number - 020 7052 7560  Practice Email: [randolph.surgeryw9@nhs.net](mailto:randolph.surgeryw9@nhs.net) | | All to note | | |

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| **Next course of action:** | **Current Feedback from patients:**  - Website needs updating and this has been actioned by Randolph Surgery. Please visit https://randolphgp.co.uk/.  **Actions before the next meeting:**  O will organise the meeting in July and send out link  Appoint an admin staff to continue taking minutes/ send out agenda  Update website  Email to have a link at the bottom |  |
|  | July 2022- September 2022 - December 2022 | |

**The PPG exists as a specific, diverse group of patient activists, working on behalf of all patients for the overall good of the Randolph Surgery, the Services and the Local Community.**

**Information to note:**

* **The PPG does not have access to any Patient Records.**
* **All Patient issues must be drawn to the attention of the Practice Manager, Noor Al-Tamimi or Lead PPG admin, Yesin Ghailan – Telephone: 020 7052 7560 Emai: randolph.surgeryw9@nhs.net**
* **Please ensure patient records at The Randolph Surgery are updated with both your email address and mobile telephone contact numbers, in order that they may send you text and email information and newsletters in future.**