**The Randolph Surgery - PPG Meeting**

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| **DATE** | Meeting Date: 18th July 2022 | **TIME** | Meeting Time: 18:00 -20:00 |
| **Present** | Practice Manager  Assistant Practice Manager – Zoha Mohammed  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 | All to note | |
| **Discussion Points** | 1. Randolph admin to take PPG as a project 2. Appointing head of chair 3. Face to face PPG meeting 4. Staffing/website updates 5. Post Panorama documentary 6. Consultation with same GPs/high GP turnover 7. Replacement clinical lead | All to note | |
|  | 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 / PPG Participants – email address of those interested have been noted | 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 | | |
|  | 4. Staffing/website updates  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  Assistant Practice Manager: Zoha Mohammed  Maxine Carter (Practice Adminstrator)  Kuhima Rahman (Senior Admin)  Kamila Bolejko, Shamima Begum, Shahanaz Miah, Mereem Khawar, Vanessa Tauro, Bartek Ucieklak and Adbul Aziz (Admin/Receptionist)  **Clinical Staffing:**  Regional Medical Director - Dr Farooq Rafique  Clinical Lead - Dr Mike Ehima  Salaried GP: Dr Laily Pourghomi, Dr Amber Fox – started today 18th July 2022, Dr Renee Ewe – to start in August  GP ST3: Dorota Kuchsrczyk  Long term locum General Practitioners – Dr Arma Patel, Dr Martin Godfrey and Dr Jessie Zhang  Clinical 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  Unfortunately, Dr Mike will be leaving us and he will be greatly missed. | Actioned | | |
|  | 5. Post Panorama documentary  Most of the issues raised were 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.  There were concerns that the documentary mentioned blood results and hospital correspondence are not filed by a GP:   * Bloods are looked at by ‘clinicians’ who are all appropriately trained * If blood results return as ‘normal’ you may not hear from us * Admin review the letters and GPs undertake any necessary actions required | All to note | | |
|  | 6. Consultation with same GPs / high GP turnover  Recruitment drive has been boosted, however, GP turnover is a national issue  We try and find regular long-term locums so they are invested in the care of our patients to minimise disruption caused by the high GP turnover  We have Dr Amber Fox who has started with us today and offers 8 sessions (4 days). Dr Renee Ewe will be starting in August, offering 4 sessions (2 days).  Continuity of care is imperative for patients but sometimes we must recognise some patients may call in and need quick access which is where we would accommodate this request. Most medical queries are dealt with on the same day and are triaged to the next available appointment | All to note | | |
|  | 1. Replacement clinical lead   Dr Mike’s replacement to be confirmed. | All to note | | |
|  | **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:**  Appoint an admin staff to continue taking minutes/ send out agenda  Update website with Dr Renee Ewe  Next PPG meeting to be held in October 2022. Exact date TBC |  |
|  | 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 Email: 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.**