

The Randolph Surgery PPG Meeting			
DATE	Meeting Date: 27 th February 2023	TIME	Meeting Time: 18:00 – 20:00
Present	<p>PPG AT Chair</p> <p>AT Medics Regional Manager Operose Health - Abu Osman (AO) Regional Clinical Lead – Dr Farooq Rafique (FR) Practice Manager The Randolph Surgery - Jason Short (JS) Minute Taker – (JS)</p> <p>Healthwatch – Odeta (OP) – also providing Zoom Facilities for this meeting</p>		
	Agenda Items	Minutes	Actions
	Reminders	- AT acting as chair and has agreed to remain as chair at present due to consensus.	All to note
	Minutes	- Practice Manager acted as minute taker and OP also took minutes. Suggestion that should advertise for a university student to take minutes across the board for a number of different practices.	All to note
	<p>Randolph Surgery Update</p> <p>Abu Osman with contributions from colleagues</p>	<p>Clinical Staffing:</p> <ol style="list-style-type: none"> 1. Clinical Lead – Dr Farooq Rafique, Monday and Wednesday 2. General Practitioner – Dr Martin Godfrey, Monday and Wednesday 3. General Practitioner – Dr Amber Fox, Monday, Tuesday, Wednesday, Thursday and Friday 4. General Practitioner Dr Laily Pourghomi – Thursday 5. General Practitioner Dr Amreek Dhindsa – Monday and Wednesday 6. General Practitioner Dr Arma Patel – Tuesday, Wednesday, Thursday, Friday 7. Locums – Monday and Friday 8. Physician Associate – Berna, Monday, Tuesday, Wednesday, Thursday and Friday 9. Health Care Assistant Monday, Tuesday, Wednesday, Thursday, Friday 10. Practice Manager – JS 	All to note

	<p>11. Deputy Practice Manager Sahar Hussain (SH) 12. Nurse – Monday, Tuesday, Wednesday, Thursday, Friday</p> <p>*Actively recruiting for GP Lead *Actively recruiting more Admin staff</p> <p>Practice Admin Staffing</p> <p>Two members of admin staff on loan from other practices have now returned to their practices and we have two new starters, with another about to start. Discussed maximum admin staff of 9 and will reach that soon on a long term basis.</p>	
Patient Participation Group – PPG Discussion points	<ol style="list-style-type: none"> 1. Discussed workforce ratio. Explained can have maximum of 9 admin staff and that we were recruiting and on boarding to maximise this. Also that GP ratio for list size is around 1/ per 2,500 patients and we were at about this, although need to keep recruiting/ keep eye on this as a result of expanding list size. 2. Explained use of Dr IQ allows clinical triage freeing up Drs for patients that do not have appointment. 3. University student to take minutes would be appreciated although PM happy to take minutes for now. <p>Group Member Queries</p> <ol style="list-style-type: none"> 4. Website should be up to date with staff members – this was up to date, save one error, in which Dr was duplicated. 5. 2 – 3 hour call back window for GPs was queried – agreed and asked whether could reduce to 1 hour 6. ICB appointments availability was queried to add to surgery appointment capacity. Particular reference made to GP Hub appointments. 7. Mentioned that CCG raised that PPG not representative of younger population. Discussed could promote more in a newsletter and specifically text 16 -25 age group. 8. A walk for PPG group every Thursday would be appreciated. 	All to note
Patient Participation Group – PPG	<ul style="list-style-type: none"> - 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. - JS to continue to find patients willing to join the PPG. Will work with SH to arrange. 	All to note

		AO, FR and JS 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.	
	Communications:	<ul style="list-style-type: none"> - Telephone contact number - 020 7052 7560 - Practice Email: randolph.surgeryw9@nhs.net 	All to note
	Next course of action:	<p>Actions before the next meeting:</p> <ul style="list-style-type: none"> - Appoint an admin staff member to continue taking minutes and send out agenda - Update website to remove Dr Dhindsa duplication - Consider reducing call back window to 1 hr - Make patients aware of Hub appointments - Text Message to 16 -25 population - Devise sign up list for PPG walk <p>Next PPG meeting to be held in May 2023. Exact date below.</p>	All to note
	Dates of Next Meetings	22 May 2023 6pm – 8pm	All to note

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. A positive critical friend, working in tandem with the Clinicians and Practice Management.

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, JS – telephone: 020 7052 7560
- 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
- The Randolph Surgery website – <https://randolphgp.co.uk/>