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| **The Randolph Surgery PPG Meeting** |
| **DATE** | Meeting Date: 5 June 2023 | **TIME** | Meeting Time: 18:00 – 20:00 |
| **Present** | **PPG**AT Chair**AT Medics**Practice Manager The Randolph Surgery - Jason Short (JS) Minute Taker – Mazen Gotbi (MG)**Apologies:** Odeta (OP) **PPG Members :**  |
|  | **Agenda Items** | **Minutes** | **Actions** |
|  | **Reminders** | - AT acting as chair and has agreed to remain as chair atpresent due to consensus. | All to note |
|  | **Minutes** | - Admin member of staff at The Randolph Surgery took minutes. Suggestion that they should continue to doso. |  |
|  | **Randolph Surgery Update** | **Clinical Staffing:**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, Thrusday and Friday
4. General Practitioner Dr Laily Pourghomi – Thursday
5. General Practitioner Dr Amreek Dhindsa – Monday and Wednesday
6. General Practitioner (Regular Locum) Dr Dianati – Tuesday, Wednesday, Thursday, Friday
7. Locums – Monday and Friday
8. Physician Associate – Berna, Monday, Tuesday, Wednesday, Thursday and Friday
9. Physician Associate – Charles, Monday, , Wednesday and Friday
10. Health Care Assistant Monday, Tuesday, Wednesday, Thursday, Friday
11. Practice Manager – Jason Short
12. Deputy Practice Manager Sahar Hussain (SH)
13. Nurse – Monday, Tuesday, Wednesday, Thursday,

Friday | All to note |

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|  |  | Have just recruited further salaried GP, who will be starting shortlyHave maximised Admin staffing levels.**Practice Admin Staffing**We have now reached our maximum number of admin staff with our last recruit about to start. This reflects a continued effort on the part of the surgery to recruit, train and retain staff. |  |
|  | **Patient Participation Group – PPG Discussion points** | 1. Review if Teams hosting rather than Zoom affected attendance.
2. Minutes will be added to the meeting link sent out directly.
3. Reinforced need for consistent senior clinical attendance at every meeting.

**Group Member Queries**1. Confirmed website accurate, but patients state need for average salary earnings to be updated. Suggestion that would like GP schedule on website and also GP interests/ qualifications. Also want us to consider removing staff not actively here, such as those on long term leave, so is better reflection of staff currently working at practice.
2. Would like call back to be narrowed to 1 hour and encourage Doctors to leave voicemail.
3. Patients feeling would like F2F appointments at reception to be easier to book in rather than using the app and in lieu of this advertising Hub appointments to show availability.
4. PPG members continue to be keen to diversify age groups in attendance.
5. Would like more virtual consultations to replace telephone.
6. Discussed appointment of GP Assistant roles.
7. Would like ways to track referrals.
8. Patients want it to be made easier to find out who their designated GP is.
 | All to note |
|  | **Any other business** |  | 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.
* JS to continue to find patients willing to join the PPG.

Will work with SH to arrange. | All to note |

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|  |  | We are particularly grateful to PPG members fortheir time and dedication towards ensuring we are held to account and continue to improve the service we provide. |  |
|  | **Communications:** | * Telephone contact number - 020 7052 7560
* Practice Email: randolph.surgeryw9@nhs.net
* PPG Email : [randolphppg@gmail.com](file:///C%3A%5CUsers%5Cadmingate%5CDownloads%5Crandolphppg%40gmail.com)
 | All to note |
|  | **Next course of action:** | **Actions before the next meeting:*** Update website with relevant suggestions
* Advertise Hub Appointments
* Update GP salary information
* Obtain update from central regarding processes being implemented currently to make it easier for patients to know who their GP is
* Communicate with patients perhaps via survey whether they found Teams experience easy to use and whether or not they have a preference that would influence attendance
* Consider offering more virtual consultations

Next PPG meeting to be held in September 2023. Exact date below. | JSJSJSJSJSJS |
|  | **Dates of Next****Meetings** | 18 September 2023 6:30pm – 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/**
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