

PPG Group Meeting on 30-11-2022 @ 3.30pm

We have a new partner joining Dr Jamshad, He looking to improve the surgery.

We have PA who can do everything a GP can.

We have ANP who also can action everything a GP can do.

We have Clinical pharmacist who do medication reviews

Freuchen Medical Practice is a Training practice where we have students from Brunel, St George and Imperial College universities.

Dr Khan explained the student's role, they work with a GP.

Integrated Care Board, which means we are part of a lot services in the community

Dr Khan explained who they are and what they do for the practice.

Flu vaccine

Surgery doesn't have a good uptake for flu vaccine.

Dr Khan asked how we can increase this further, as a lot of patient don't believe in vaccine

Suggestion from participant - Educated patient how bad it can be if they catch the virus and dangerous it can be.

Patient survey there are 2 surveys

National surgery is which very long sent by NHS.

Practice Survey is when the surgery sends a link

60% over all experience

75% telephone

Choice of GP is very low.

67% reception services

Sana explained the appointment systems and how we run it.

Dr Khan explained and advice that if we compare to other surgery in local area we are not too bad.

Sana explained what can happen if our patient complaint is high.

Dr Khan explained what CQC look at and what they measure.

Practice will be doing more survey whilst patient is waiting in the surgery.

Diabetic group consultant

Sana explained how these consultations has been arranged. We had few consultations but not many participants.

Work plan

Sana asked where do patient see this practice in 4 years' time.

What needs to improved

GP names above reception window unreadable.

Agree to remove

Jayex board is not visible from other end of the reception side

How to improve PPG attendance? Offer online access to the meeting Microsoft Teams

Any other business

Given pneumonia vaccine 2x when he was told it's only one a life time.

Dr Khan explained why he was given the 2nd dose.

Sana asked how many patients look at our website.

To avoid text messages surgery can send newsletter quarterly.

Dr Khan explained how NHS is going more digital.

Sana invited 27 patients 7 attended

Plan for next PPG

Next PPG date

25th January 23 3.30pm

22nd March 2023 3.30pm

We will try to get more different types of patient.