

## **Notes from the TEAMS PPG meeting of the Thornbury Road Centre for Health, held on Tuesday 23d April 2024 2-3pm.**

**Present:** - **Practice** -Practice manager - Maria Powers (MP), Simone Jesus (SJ)  
Operations manager. Dr R Loomba (RL).

**Present - PPG:** - CH chair, BS v/chair, AA, DR, MR, VJ

**Apologies:** BG, PE, JR, PBC.

### **Agenda.**

1. **Welcome and apologies.** CH opened the meeting welcoming everyone and recording the apologies received. RL apologized for having to postpone the original date planned in March.
2. **Notes of the last PPG meeting held on 12<sup>th</sup> December 2023.** CH briefly reflected on the notes of the last meeting, noting the positive improvements recorded and the constructive discussion in the PPG.
3. **Practice Update.** MP gave an update on staffing.
  - A new GP Dr Bagga had started in April, she will be doing 2.5 days per week (Tues, Weds, Thurs)
  - A new nurse Guljeet had started. She has not worked in general practice before, so is currently in training being supported by Alexia. Dell was now semi-retired and working 1 day a week. HCAs were Izzie and Besarda.
  - Simone was the new Operations manager helping Maria who was now part time.
  - Pharmacists were Shaf & Jas who are both part time
  - PCN Physios were Michael and Chetan.
  - Physician Associate was Steven

Feedback responses were now being reviewed by Simone on a monthly basis. Call waiting times had continued to improve. Feed-back was being shared amongst staff during Admin and Clinical meetings. Approx 200 Friends and Family Test (FFT) responses had been received, which was considered quite good. **Simone will provide more details at the next meeting.**

**4/5. Questions Arising/Patient feed-back.** AA asked how one could find out what actions had been taken, as a result of the feed-back received. It was agreed this was a good question and that information could be shown on the web site. **MP/SJ would investigate this request and advise at the next meeting. DNA information is now shown on the web site.** DNA's were now approx. 100/180 per month and these were to be reviewed again for April and May. BS advised that all Practice DNA's were being reviewed as a whole by the PCN. Obviously, a waste of appointments and cost to the NHS. Texts sent to individual patients had now been stopped due to message costs. BS asked what was the correct heading for the Practice on the web site, being "The Thornbury Road Centre for Health" which will be checked. Regarding patient surveys, the NHS GP survey results would be expected in July. **Simone will be producing the next Practice Patient survey soon and will send out to patients in the coming weeks.**

Note – VJ a new member was then asked to introduced himself, advising he was living on the GWR, familiar with the NHS and was previously on the Heston PPG which had 40 members!

Discussion regarding **availability of appointments** highlighted concerns over current practice of releasing all at once for the whole day at 0830. In the past this used to be twice a day. Appointments booked on-line would be taken up quickly but those calling in later would not have any available. Equally the few blood tests available for the next 2 weeks revealed a shortage up to the 7<sup>th</sup> May. Also, regarding urine test samples, drop of has to be pre- rranged so that the Practice can accept when delivered. **It was agreed that Maria/Simone would review to see what can be done to improve the availability in conjunction with the wider PCN view of appointment bookings procedure and provide an update at the next PPG meeting.** It was agreed that this was a major source of frustration.

**Pharmacy First** was now in use at selected Pharmacies including that in Osterley Pharmacy where it was proving very beneficial and reducing Practice workload but this service had to be pre-arranged at each location to ensure it worked smoothly. Details regarding "Pharmacy First" should also be added to the web site. **Maria/Simone to action. Also BS advised that OWGRA can add details to the next e newsletter.** It was noted that Tesco Osterley had signed up but we were not

sure if a Pharmacist was always available and hours needed to be checked beforehand.

## **6. Future plans for 2024.**

RL advised that the focus would be to continue to improve the service provided. BS asked what space is still available in the premises and RL advised that the area previously used for storage, has been made into 2 extra cubicle pods for consults. The Practice lease has not been extended with no plans at this stage.

**7. Questions from the PPG.** MP mentioned the need to move the TV with various suggestions made but options were known to be very limited due to the difficulties of electrical and fixture siting. PPG input had been provided by CH and PE but a compromise had to be made with the TV now being fixed on the wall by the blood pressure testing area and this was now in use. The JX board will be removed soon and notifications to patients made via the TV set. Date to be advised.

MP advised that the seating replacement date is pending.

CH raised the issue of parking by non-patients which was a recognized problem. When the car park was full, this caused anxiety for those attending appointments. MP advised that due to no barriers or enforcement in place, the area was always open for free parking. Question -**Perhaps NHS Properties could arrange for a sign showing places are reserved only for Practice Patients?**

Finally, it was noted that our PPG numbers were still very low and any opportunities to attract new members should be explored.

**The date of the next Teams PPG will be Tuesday 9<sup>th</sup> July at 2pm.**

***The meeting closed at 3.10pm and CH thanked everyone for their valuable input and discussion, again noting and thanking The Practice staff for the good service provided.***

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(notes by CH.)