



MINUTES PPG MEETING, Thursday 05/12/24 @ 4pm

Present: Members of the PPG, and PM AG.

	Previous minutes not looked at.	<u>Actions</u>
	<u>New Business - Agenda Items</u>	
1	Newsletter A practice newsletter will be going out to patients in December. Ash went through the hot topics with those in attendance.	 RSGP Newsletter December 2024.docx
2	Website Ash gave an overview of the practice website (www.ritchiestreetgp.co.uk) and highlighted some key areas including the self-referral section that makes it easier to access some services.	
3	PPG feedback No issues to raise by the PPG members present.	
4	Patient Survey The latest patient survey was looked at. Overall, we are making an improvement in the way we deliver services; however, we have scored low in comparison to other local practices in a few areas relating to clinician feedback. We have recently had some training with the team to address some of the low scoring areas. One of the PPG members offered to assist in any training relating to interacting and communicating with patients with disabilities. Ash will look at setting something up in the future. We are expecting the next set of Patient Survey's to go out in January.	 Practice Survey Results July 24 PCN I
5	PCN Ritchie Street is part of Islington South Primary Care Network (PCN). This is a local group of practices consisting of: <ul style="list-style-type: none"> • Ritchie Street Group Practice • Killick Street Health Centre • Amwell Group Practice • Pine Street Medical Centre • Barnsbury Medical Centre • Clerkenwell Medical Practice • City Road Medical Centre These practices will work closely to deliver more clinical services in the community for our combined patients, including Spirometry services.	

6	<p>Pharmacy – Medication shortage</p> <p>Ash explained that there is a national shortage of medication in the UK due to several reasons including Brexit and wars around the world that are disrupting the supply chain. It is best to check with the pharmacy if they have the medication in advance of going there.</p>	
7	<p>Staff updates</p> <p>Dr Lombardo replaced Dr Goldberg as a partner. Dr waller will be leaving at the beginning of January and Dr Darke will be replacing him.</p> <p>We also have a multitude of other clinical roles on site that can often deal with issues that a GP would normally be seen for, eg our Practice Based Pharmacists can deal with all medication issues.</p>	
8	<p>AOB</p> <p>Request from a PPG member – Can the practice have a Zimmer frame on site for patients with mobility issues to use. Ash to investigate this, as previous ones have not been returned by patient.</p> <p>No other AOB</p>	
9	<p>Next meeting</p> <p>Next meeting date to be circulated and patients will also be able to access it remotely. Provision date: Thursday 20th March 2025 at 4pm</p>	