

**MINUTES**  
**PPG MEETING, Thursday 07/12/23 @ 5pm**

Present: Members of the PPG, and PM AG.

		<u>Actions</u>
	<p>Previous minutes not looked at.</p> <p><b><u>New Business - Agenda Items</u></b></p> <p><b>1 Staff Changes</b>  We have had a few GP's leaving. These include:</p> <ul style="list-style-type: none"> <li>• Dr Goldberg</li> <li>• Dr Sarah Manistre</li> </ul> <p>New staff that have recently joined us:</p> <ul style="list-style-type: none"> <li>• Dr Charlotte Phillips</li> <li>• Dr Diana McEwen</li> <li>• Dr Edward Waller</li> </ul> <p>Other clinical roles that have joined the team:</p> <ul style="list-style-type: none"> <li>• Practice Based Pharmacist (x2)</li> <li>• Practice Based Paramedic</li> <li>• Social Prescriber</li> <li>• Care Co-ordinators</li> <li>• First Contact Physio</li> </ul> <p>(Description of these roles can be found on our website)</p> <p>We have also had numerous staff changes in the reception and administration team. The reception staff now triage patient needs and direct them to the best clinicians.</p>	
<b>2</b>	<p><b>Newsletter</b>  A newsletter was sent out in August updating everyone on our practice, including our new telephone and appointment access system.</p>	
<b>3</b>	<p><b>Digital Working</b>  There is a strong drive from NHSE to move toward more digital solutions including the use of online tools, such as websites and Apps. The NHSapp is the preferred choice for accessing your patient record and requesting services. Further information and how to set this up can be found our website. Our website has been redesigned to make it easier to navigate and is fully NHS compliant.</p>	
<b>4</b>	<p><b>Patient Survey</b>  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. Details of the survey can be found on our website.</p>	

5	<p><b>PCN</b></p> <p>Ritchie Street is part of Islington South Primary Care Network (PCN). This is a local group of practices consisting of:</p> <ul style="list-style-type: none"> <li>• Ritchie Street Group Practice</li> <li>• Killick Street Health Centre</li> <li>• Amwell Group Practice</li> <li>• Pine Street Medical Centre</li> <li>• Barnsbury Medical Centre</li> <li>• Clerkenwell Medical Practice</li> <li>• City Road Medical Centre</li> </ul> <p>These practices will work closely to deliver more clinical services in the community for our combined patients, including the recruitment of new shared staff.</p>	
6	<p><b>I-Hub</b></p> <p>The extended hours service provided by Islington Federation has now resumed its services at Ritchie Street. This will allow patients from our PCN to be seen at Ritchie Street when their practices is closed. This does not include Sundays.</p>	
7	<p><b>PPG Feedback</b></p> <p>Ash requested that the PPG group members share their experience of the practice so that we can identify what is working well and what isn't as soon as possible. This can be emailed to the practice and revisited at the next meeting. Ash will try and send the agenda out at least a few weeks in advance of future meetings.</p>	
8	<p><b>AOB</b></p> <p>No other AOB</p>	
9	<p><b>Next meeting</b></p> <p>Next meeting date to be circulated and patients will also be able to access it remotely. Provision date: Thursday 21<sup>st</sup> March 2024 at 4pm</p>	