

**Minutes of Meeting
Gower Street Practice
Patient Participation Group
held on Thursday 14 October 2021
at 1.00 pm (online)**

Present:

Patient members: FL, SH, EM, RL, RN, JO, RP

Staff: Dr FB, Dr AD, MM, SP

1. **Apologies for absence:** NM and Dr JH
2. **Minutes of last meeting:** these were agreed.
3. **Matters arising:** RL suggested full names at top of Minutes.
4. **Welcome new PPG member:** RL was warmly welcomed to the Group.
5. **Staff changes:** two new staff members: Dr Zainab Kazmi and receptionist MP. Nurse and Physician Associate appointments are being increased which should release more GP availability.
6. **Structure of PPG:** the members were happy for a GP to chair and for members to provide agenda items. RP felt it was important to achieve a good balance of information given and the opportunity to discuss it.
7. **Face to face appointments:** it was discussed that while phone/online appointments work well for some people and some problems, they do not suit all. The needs of patients with hearing and speech difficulties in particular were discussed and that such problems can raise anxiety and provoke delays in seeking treatment. FB said that the number of face to face appointment has been increased to around 30% face-to-face and 70% phone. Information will be added to the website to reflect this.
8. **Website issues:**
 - **Website to reflect which doctors are currently working at Gower Street:** the website is being updated and photos have been taken for it. RP said listing eight GP names was confusing and suggested the four regular GSP doctors are listed separately from the four partners.
 - **Message regarding retirement of Dr Murthi and Dr Hunter:** MM said that although RM and MH told their regular patients themselves, they did not add information to the website before leaving. RP said it would be difficult for non-PPG members to be aware of the changes. FB said it will be added to the website that they are no longer consulting. There was a discussion about adding names and usual consulting days to the practice leaflet as well as online.
 - **Recruitment of younger members to PPG:** the ongoing need to recruit younger members to the PPG was discussed. An advertisement will be placed on the website.
9. **Communication issues:**
 - **Recruitment and availability of doctors:** there was a long discussion regarding recruitment of new doctors, the lack of male doctors and effects on continuity of care, especially for long-term conditions. Members were concerned about the ability to choose a preferred doctor. RL felt the GP requesting a test should be the one discussing the result. FB said that there are four regular GPs (Dr Dabiri, Dr Ahmed, Dr Kazmi and Dr Richards) here on fixed days. FB agreed to consider options for a male GP in the future. A lack of male applicants had exacerbated the problem. JO asked if Dr Mendall might be available perhaps once a week.
 - **Emails:** RL was concerned about the auto-reply message which states there may be a five-day delay in responding. AD explained that this email address is intended for non-urgent enquiries and there is a separate one for prescription requests.
 - **Flu jabs:** EM queried that none of her neighbours had been notified of the flu clinics. MM said text messages had been sent.
10. **Any other business:**
 - The data extraction initiative was mentioned: this has been postponed.
 - ES asked if the phone "hold" music could be changed to something more soothing. Other members agreed that this would be an improvement.
11. **Date of next meeting:** Thursday 13 January 2022. It was agreed to return to face-to-face meetings on this date. Sandwich lunch will be provided.