

**Minutes of Meeting
Gower Street Practice
Patient Participation Group
held on Thursday 17 June 2021
at 1.00 pm (online)**

Present: Patient members: FL, EM, RN, JO, RP
Staff: Dr FB, Dr AD, Dr JH, MM, MO, SP, TM

1. **Apologies for absence:** NM
2. **Minutes of last meeting:** these were agreed.
3. **Matters arising:** none
4. **Covid-19 vaccination update:** District Nurses vaccinate housebound patients at GP request. In low uptake areas, the national calling system sends reminder letters. FL suggested patients would respond better to a GP approaching them. JH said that anyone can call 119 to book or can contact us for further information and although we will not actively approach patients, we would discuss and promote vaccination if contacting a patient for another reason.
5. **New staff update:** JH spoke about the new staff already in place: Dr Angela Dabiri is the Lead GP and Dr Anna Richards works two days a week. There are two new nurses and a new full-time receptionist. There is a Physician Associate one day a week and more are being recruited. There is also a pharmacist one day a week.
6. **Recruitment of pharmacist:** in addition to the new pharmacist discussed above, another is being recruited.
7. **Appointment access:** some face-to-face appointments are now available each day. Most appointments will continue to be telephone for the moment, both to keep footfall low and because many patients seem to prefer this.
8. **New website:** this is now operational and it is much easier to find everything. RP said that it was confusing whether the doctors listed were partners or salaried GPs. JH agreed that the "Meet the Team" page needs to be updated. Members were encouraged to have a look at the new website and give their thoughts at the next meeting.
9. **Future structure of PPG and appointing a Chair:** JH asked members to consider if they would like to appoint a Chair and, if so, which of them might be willing to take on this role, which would include deciding the agenda in conjunction with the practice. Alternatively, meetings could continue in the current format. To be discussed again at next meeting.
10. **Renovation plans:** builders have been consulted. Plans include painting the waiting room, looking at nurse area with a view to creating another consulting room on the ground floor and improving disabled access.
11. **Use and function of physician associates:** FL commented that, during a consultation, he did not realise the caller was a PA and suggested it would be good policy to introduce themselves as such. JH to feed back. JH explained that PAs are particularly useful in minor or long-term conditions, they are fully supervised and cannot prescribe, so a GP will always authorise this. RP asked about continuity of care. AD replied that patients can choose any permanent GP for regular care but more urgent care might need to be via another GP or a PA. RP said it would be helpful to know which doctors were in and when: Marcia to email information. JO asked if the doctors rotate between the two practices: JH said Dr Dabiri, Dr Ahmed and Dr Richards are solely for Gower Street and the partners and others rotate.

12. **Any other business:**

- **Repeat prescriptions:** RN enquired about requesting prescriptions as she felt it was now a long route. AD said regular repeat requests should be sent by email, up to 10 days in advance, and the prescriptions are then sent directly to the nominated pharmacy electronically. If a discussion is needed first, the patient is sent a text message. JH said phone requests are not safe and there is no audit trail. Requests can also be made via the website. A local pharmacist can usually offer a seven-day emergency supply. Phone requests are accepted from housebound patients and those cannot use IT.
- **New BP machine in waiting room:** JO had not been able to use it, probably as it had been switched off overnight. It will now be left on. Old machine often failed thus it was replaced. The printed ticket should be given to the receptionist to be coded into the patient's notes.
- **Nurses:** RN asked about what services the nurses offer. FB replied cervical smear tests, immunisations, dressings, baby imms, flu jabs etc. EM asked if they take blood: FB said yes if urgent but there is not a great need as facilities exist nearby.
- **Transition to new partners:** RP asked how people would know if not PPG members. JH said that RM and MH have not officially retired yet. In the future the website "About Us" section will include this information.
- **Building:** JO asked about any plans to extend the lease or to move. JH replied that they were happy with the location and hope to extend the current lease when it expires.
- **NHS Data Sharing plans:** JO asked about this national initiative. FB said that it has been paused for now.

13. **Date of next meeting:** Thursday 14 October at 1.00 pm.