

**Minutes of Meeting
Gower Street Practice
Patient Participation Group
held on Thursday 7 April 2022
at 1.00 pm (online and face to face)**

Present:

Patient members: FL, EM, RL, JO

Staff: Dr FB, Dr AD, MM, SP

1. **Apologies for absence:** RN and RP
2. **Minutes of last meeting:** these were agreed.
3. **Matters arising:** there was a discussion about fixing dates for meetings well in advance to make planning easier. Dates for the next two meetings were later agreed.
4. **Clarification of the procedure/pathways for hospital referrals:** members had experienced difficulties with the orthopaedic referrals. Dr FB explained that the CCG pathway requires the doctor to refer initially to MSK and this service will triage the referral to the most suitable service such as physiotherapy, orthopaedics, rheumatology or pain clinic. It was also discussed that we do not have trainee doctors: a GP trainee is already a qualified doctor.
5. **Procedure to achieve continuity with a given GP following test results:** everyone felt it was best for the referring doctor to discuss the results, where possible. There will be more reception training to book appropriately. The GP should also discuss initially with the patient whether results could be relayed by text message and how much information would be appropriate.
6. **Feedback on appointment system:** some locum doctors have been brought in to help reduce the waiting time for a routine appointment. It has been a difficult time, with at least one member of staff over the two sites off work with Covid all the time for the last six months. Dr FB reported that the Practice is in the process of recruiting an additional GP but recruitment is difficult. All bookable routine appointments are now offered with the patients' choice of either telephone or face to face.
7. **Feedback on new telephone system:** the music has been changed. It was felt that the "corporate" style of message such as including the word "agent" was unfriendly and unsuitable. However, Dr Harland has updated the messages so this should not recur. MM will check them. Members will notify MM if this happens again.
8. **Improvement Grant Bid:** a grant is being obtained to change Room 2 into a multi-purpose room with drinking water, to partition the Treatment Room into two separate ground-floor consulting rooms, to install a toilet instead of the examination room next to Room 6 and to decorate the Admin Room and Manager's office. JO felt it would be better if both receptionists sat facing the front of reception. Dr FB will look into the layout of reception.
9. **Any other business:**
 - JO enquired about the blood pressure machine in the waiting room as he had been unable to get a printout. It was noted that the machine had been working well recently. JO to inform reception if this happens again.
 - EM asked about private prescriptions and Dr FB explained conflict of interest. Previously discussed with Dr AD. Will be discussed again outside of the meeting.
10. **Dates of next meetings:** Thursday 16 June and Thursday 20 October at 1.00 pm.