

**Minutes of Meeting
Gower Street Practice
Patient Participation Group
held on Thursday 16 March 2023
at 1.00 pm**

Present:

Patient members: Francis Lillie, Roy Prentice, Robert Lane, Jorge Ornelas, Carine Ronsmans
Staff: Dr Angela Dabiri, Marcia Menichetti plus Dr Jessica Harland online

1. **Apologies for absence:** Rosemary Nag and Esther Murray
PPG members were surprised that Dr Harland was not present in person and if she is based at Gower Street now. It was confirmed that she has regular sessions on Tuesdays, Wednesdays and Thursday afternoons.
2. **Minutes of last meeting:** the minutes were agreed.
3. **Matters arising:** none
4. **Welcome new PPG member:** Carine Ronsmans has joined the Group.
5. **New Physician Associate:** Akosua Aboagye will be working on Tuesdays, Wednesdays and Thursdays. There was a discussion about the difference between a PA and a GP, including that PAs cannot prescribe. It was suggested that a PA should introduce themselves as such and receptionists should inform patients when booking.
6. **Refurbishment update:** the Partners have decided to turn the waiting room and reception into consulting rooms. Reception and waiting area will be in current treatment room. The Admin Room will be refurbished and the staff room moved to the first floor. A private space for patients to speak to receptionists will be available. FL asked if the plans could be circulated and Dr JH will look into this. RP asked Dr JH how she has found the last few months now that she is a regular presence at GSP. Dr JH mentioned that changes include a clear protocol on mitigating circumstances for students, updated Pill Protocol, restricted online booking, stock reorganisation and protected nurse's capacity. More face-to-face appointments are available. Patients can now book routine appointments no more than two weeks in advance. RP asked if the two-week limit makes it more difficult to see a preferred doctor and Dr JH said it does not. RL would like to see some basic performance data. Dr JH mentioned looking at DNA figures and waiting time for routine appointments.
7. **Any other business:** JO said the Pod in the waiting room is not working and is wobbly and the arrival screen is not working. Marcia to look into this.
JO was pleased to have been able to have a blood test at GSP. It was discussed that HCA Melina does not offer routine tests. She has specific work here for Long Term Conditions with our pharmacist William carrying out the review and discussing results with the patient.

RL would like to schedule future PPG meetings in advance and to avoid late cancellations, although recognises that this can be unavoidable.

There was positive feedback from RP and FL about reception, especially Emma and Sophie. It was felt that it is a more friendly and proactive team now. Dr JH mentioned that Amran is coming back as reception supervisor at GSP.
8. **Date of next meeting:** Thursday 29 June at 1.00 pm.