

**Minutes of Meeting
Gower Street Practice
Patient Participation Group
held on Thursday 27 October 2022
at 1.00 pm**

Present:

Patient members: Francis Lillie, Esther Murray, Roy Prentice (Robert Lane online)
Staff: Dr Frances Baawuah, Dr Angela Dabiri, Marcia Menichetti, Suzanne Pavitt
Dr Jessica Harland joined online for the first 30 minutes

1. **Apologies for absence:** Rosemary Nag
2. **Minutes of last meeting:** the minutes were reviewed and agreed.
3. **Matters arising:** as discussed in Item 4. The phone message has been changed to Dr Dabiri's voice but the words agent and representative cannot be changed in the telephone system.
4. **Extended Access:** this has started. Phone consultations only with face-to-face appointments available at Brondesbury Medical Centre. No problems so far with demand, which is being monitored.
5. **Registration Campaign:** this had been very successful. The practice population is now over 12,000 for the first time. There was a discussion about how many patients should be registered per full-time GP but these figures were felt to be out of date.
6. **Flu clinics:** these are underway. It was noted that a message had been sent too soon to one age group when the vaccines were not yet available.
7. **Recruitment of doctors:** as discussed in previous meetings, this continues to be difficult, although Dr Rachel Hines has been recruited to start in January, three sessions a week.
8. **Refurbishment of practice:** work starts in the New Year.
9. **Staffing and Practice Ethos:** there was a long discussion. The patient members felt it was important to be able to build up a relationship with a regular GP and not locums or other healthcare professionals. As well as Dr Hines, Dr Tschobotko continues here twice-weekly until March. The need for a stable core with regular time-slots was agreed, where possible. Some tasks can be passed to a Physician Associate to free up GP time.

FB and JH discussed that the initial plan was to see how things worked out in the first year before making any changes. In the future, the plan is to align the two practices and move to one unified clinical system.

The recurring problem of poor reception reviews was discussed. FB is reception lead and attends their meetings. All phone calls are recorded and can be listened to afterwards. There have been significant issues around some of the locum receptionists, resulting in complaints. Three new receptionists have been recruited to work at both practices, who are currently undergoing training, which it was hoped would eliminate the need for locums and lead to improvement and a reduction in the number of complaints. Emma has been appointed Senior Receptionist for Gower Street, in addition to the reception manager based at Brondesbury. It was discussed that receptionists should be helpful and acknowledge the needs of older patients as well as the student population.

Practice growth was discussed further. A Mental Health support worker is starting in December, as is an additional pharmacist. There will also be another Social Prescriber. AD to review website and ensure doctors' names are up to date. There was a discussion regarding a potential list on the website of which doctor is here on which day, but the partners felt this to be rather complex to achieve as there is often so much change.

10. **Any Other Business:**

- RL had been unable to join the meeting remotely and joined later by phone.
- EM brought up difficulty encountered when attempting to book an urgent appointment. To be discussed outside of the meeting.

11. **Date of next meeting:** Thursday 12 January 2023.