

**Minutes of Meeting  
Gower Street Practice  
Patient Participation Group  
held on Wednesday 28 February 2024  
at 1.00pm**

**Present:**

Patient members: Jane Calvert-Lee, Mandy Huynh, Robert Lane, Francis Lillie, Esther Murray, Rosemary Nag, Roy Prentice, Carine Ronsmans and Jamie Taylor  
Staff: Dr Jessica Harland, Marcia Menichetti, Suzanne Pavitt and Jocelyne Verdier

1. **Apologies for absence:** none
2. **Minutes of last meeting:** the minutes were agreed.
3. **Matters arising:** none
4. **Welcome new PPG members:** Jamie Taylor was welcomed to the Group. All present spoke briefly about their involvement with the practice. Mandy Huynh arrived later and was also welcomed.
5. **Staff update:** senior receptionist Kayleigh left in January and GP trainee Dr Kanika Sharma has finished her six-month placement here. Jocelyne started this week as reception supervisor and will work full time at GSP. The members were sorry to have lost Kayleigh, who they felt had overseen a huge improvement, but welcomed Jocelyne and she was thanked for help given earlier today. New GP trainee Dr Amelia Martin is here for a year. Other recent starters include Dr Rachel Inbanathan and trainee GP Dr Eleanor Turner-Moss, nurse Anita on Thursdays, PA Manan on Fridays and medical student Sebastian.
6. **Total Triage:** there was a long discussion about this subject. JCL and RL had had problems via the app. Dr JH explained that the NHS app is centralised and we have no control over it. The online triage form is on our practice website, the password part can be skipped and receptionists can assist if the patient has difficulty in using it. FL commented that he and neighbours had been bemused when attempting to get a prescription. Dr JH will add to the phone message to go to the website not the app, to make it clearer. RP felt Total Triage was fine for a routine appointment but not when feeling unwell and the four-page document is not user-friendly. CR felt it worked well. JT and his partner had found it threatening and unwelcoming, that a previously friendly practice now felt remote, and IT was a barrier to care. Dr JH explained that there is no intention to create a digital divide. The doctor on call reviews all forms and decides what happens next, not a receptionist. A lot of today's forms were dealt with directly without an appointment and whilst she accepted that Total Triage does not suit everyone, there has been a lot of good feedback. MH arrived at this point and commented that she had had a quick reply to her enquiry.
7. **RP: an update on the number of FTE qualified GPs currently employed on a regular basis at Gower Street Practice:** there was a discussion about how the correct doctor/patient ratio is reached. Dr JH replied that there are regular checks on routine access (currently only four days). RL enquired about seeing a preferred GP, and this is only a slightly longer wait. It was discussed and agreed that continuity of care is better for both patient and GP. RL and JT will send Dr JH some research into seeing the same GP. JCL mentioned photos on the website are incomplete, and that the website does not list qualifications. The missing information will be added.

8. **Travel vaccinations:** it was discussed that a limited number of travel vaccines are available on the NHS. An informative link can be sent regarding non-NHS vaccinations.
9. **Access to patient records:** Dr JH spoke about this. There had been concerns previously about information being taken out of context or misunderstood. However, full access to records is now available via the NHS app. Patients need to ask to have this switched on. As discussed, as GP and hospital computer systems are not fully integrated, a benefit of having this information on the app would be that patients can show information to a hospital/GP. Dr JH to check on what information is included.
10. **Summer party 2024:** following the success of the garden party last year, the date of 25 July has been set for a party this year.
11. **Any other business:**
  - RP was delighted that new members have joined the PPG.
  - RP asked for a list of all the members' names. All present agreed that their names could appear on such a list. SP to email those not present, for their consent, before compiling and circulating the list.
  - JT asked about a sexually-transmitted infection service at GSP. Dr JH replied that there is little demand for this as we are very close to the Mortimer Market Centre, but happy to consider if the need increases.
  - RN commented that GSP is improving, compared with other practices in the area. Other members agreed.
  - JT suggested a WhatsApp group for the PPG members. Dr JH replied that it would not be appropriate to set this up via the practice.
12. **Date of next meeting:** Wednesday 22 May at 1pm, online and face-to-face.