**PPG Meeting Minutes – Thursday 27th April 2023 – 13:00**

Attendee’s: Agnieszka Jaruga (Interim Deputy Senior Manager NWL), Paige Lambert (Practice Administrator/HCA), Nadeem Ali (Practice Administrator), Peter Hamm (PPG Chair), Chloe Howcroft (Health Watch), Rita (Age UK) & Hayley (MINT)

6 Patients Attended

* Peter Hamm introduces himself and thanks everyone for attending
* Peter Hamm explains why we hold PPG meetings and the agenda for this meeting.
* Peter Hamm then introduces our guest speakers, Rita & Chloe.
* Peter asked why no SMS’s have been sent out for the community walk and PPG meeting. Abid normally sends them but is on annual leave and Nadeem will look into this to ensure there’s a plan in place for when Abid is off.
* There is still currently no newsletter as the patient who volunteered is now not contactable.
* Community walk happens every Thursday at 12pm.
* We have a new phone system which allows patient to select a call back & tells them where they are in the que.

Rita from Age UK introduced herself and explained what Age UK is and what they offer.

* One stop shop for people aged 50+
* Based on Greyhound road, behind Charing Cross Hospital
* Open 5 days a week
* They offer exercise classes some for free, some are chargeable
* Most classes have to be booked
* Information and Advice offered to everyone, with classes on digital skills and others
* 2nd location has opened at 145 Kings Street (Hammersmith and Fulham Council)
* Everyone is welcome for lunch for £2
* They offer a house bound friend scheme
* Tuesday they offer Memory Café for patients with Dementia
* Sunday 30th April they are holding a BBQ at Greyhound road from 10am-3pm.

No questions from patients.

Hayley from MINT introduces herself and explains what MINT is and what they offer.

* She is a link worker/social prescriber
* MINT is a community mental health team
* MINT are working on offering support for everyone within their community
* MINT are working on building relationships within the community
* MINT are partnered with OPR, MIND, MIND Fellowship
* North London’s link worker has left and they actively trying to fill this position
* Canberra has a link worker, Elaheh Rambarzini
* MINT are trying to establish other options for practical help
* Leaflets given out for assessments
* Recovery college open to anyone within NWL – These are in-person groups
* SPA offer a crisis team for support without a referral for out of hours. Their safe space ran my MIND
* MINT are currently working on a database that can be used by all originations – This is currently in the pipe line
* MINT offer lots of support within the community

No questions from patients.

Phones:

* Nadeem will sort information and statistics for phones and Dr IQ.
* We have added call backs + queuing service
* Look into call wait time, some patients waiting 25-30 mins before phone answered
* Ensure all new and old staff have adequate phone training & this should decrease waiting times on the phone

Dr IQ:

* We are receiving 388 consultations a day
* GP + admin are actioning consultations, registrations + medications
* Dr IQ has a new feature so patients can access their records + blood test results
* New feature for issues with IQ
* The pathways are now direct
* Upcoming features are being able to respond to previous IQ’s, rather than submitting a whole new one + video calls
* We will arrange some more Dr IQ training sessions foe the patients and ensure a SMS for this is sent out at least 2 weeks before to ALL patients

Other:

* PPG meetings do make a chance
* Prescriptions take 2 working days to be processed and issued. Over the bank holidays, patients need to put their request in at least 5 days early to ensure they get issued before we close
* Patients can get their COVID boosters at Lime Grove pharmacy
* Bereavement Day: Dying matters event - May 10am-1pm in Parkview health and wellbeing Centre
* Kings coronation 8th May – King street will be closed for street party
* Next meeting date has not been set, roughly in 12 weeks’ time, Peter Hamm will be a guest speaker

Meeting came to an end at 14:00.

Minutes written by Paige Lambert