



## PPG MEETING MINUTES 16<sup>TH</sup> DECEMBER 2024

**Date:** Monday, 16th December 2024

**Time:** 12:30 – 13:30

**Location:** Morris House Group Practice

**Attendees:**

- |                            |                   |                     |
|----------------------------|-------------------|---------------------|
| -Prof Russell Hearn        | -Kay Lily         |                     |
| - David Salelles Arlandis  | -Jennifer Nelson  | -Cecilia Osabutey   |
| -Kathryn Arblaster (Chair) | -Mary Smith       | -Helen Karamallakis |
| - Prabhsheel Bhimbira      | -Elsje Pankey     | -Denise Chung       |
| -Fraser Borwick            | -John Barraclough |                     |
| -Anita Williams            | -Zouhra Balouh    |                     |

**Agenda:**

1. IPC Audit
2. Deputy Practice Manager Introduction
3. Friends and Family Test Results
4. Positive Feedback
5. Areas for Improvement
6. Personal Experiences
7. Dr Amato's Farewell
8. Closing Remarks

**Minutes:**

### 1. IPC Audit

- The practice received a 96% score on the latest IPC Audit, which is a very good score.
- The practice lost 4% due to structural issues in the building, specifically outdated stainless steel sinks in treatment rooms that are no longer up to infection control standards.
- The building management has been notified to address these issues.

### 2. Deputy Practice Manager Introduction

- Prabhsheel Bhimbira, the new Deputy Practice Manager, introduced herself and encouraged open communication regarding any issues.

### 3. Friends and Family Test Results

- Recent results showed satisfaction ratings of 93% (September), 89% (October), and 91% (November), indicating a consistent performance above the average for London and general practice.

#### **4. Positive Feedback**

- Members shared positive experiences, particularly highlighting the helpfulness and patience of a new receptionist.
- A patient expressed gratitude for the care received from Dr Darke, which led to the discovery of high cholesterol.

#### **5. Areas for Improvement**

- Suggestions were made regarding receptionist training, particularly in handling difficult situations and improving communication with patients who may require more time or assistance.
- A discussion on queue management was initiated, emphasizing the need for staff to manage long wait times effectively, especially for patients needing additional support.

#### **6. Personal Experiences**

- Several patients shared their experiences with the practice, including challenges in booking appointments and issues with repeat prescriptions.
- One patient recounted difficulties with the NHS app for repeat prescriptions, highlighting a glitch that caused confusion with email addresses.

#### **7. Dr Amato's Farewell**

- Dr Amato announced his retirement, reflecting on his years of service and expressing gratitude for the relationships built with patients.
- He emphasized the importance of the PPG and the positive changes it has brought to patient engagement.

#### **8. Closing Remarks**

- Appreciation was expressed for Dr Amato's long service and contributions to patient care.
- The meeting concluded with a call for members to invite others to join the PPG for future meetings.