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| **Date** | 16.08.2023 | **Time** | 15:30 |
| **Meeting Chair** | Sarah Sowle– Practice Manager (SS) | **Note Taker** | TDC |
| **Attendees** | Sarah Sowle– Practice Manager Streatham High PracticeTanya Regueira De La Cruz – Assistant Practice Manager Streatham High PracticeDr Zakir Bukhari – GP Lead Streatham High Practice BF – Patient Streatham High Practice CM – Patient Streatham High PracticeJS – Patient Streatham High Practice  |

**KEY INFORMATION**

**First Virtual Patient Participation Group Meeting**

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| **Agenda Item** | **Discussion** |
| **Agenda** | * Introductions and Ground Rules
* Discussed agenda
* Discussed minutes from previous PPG meeting
* Dr iQ
* Positive feedback
* Community Projects & Patient Events
* AOB
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| **Introductions** | * All representatives and patients introduced themselves
* Patients in attendance have been registered Streatham High Practice for 3 years more.

ZB explained the ground rules of the virtual meeting:* One person talks at a time – *as the attendee levels are low attendees can take themselves off of mute to ask questions*
* Respect all members and their contributions
* Do not use the meeting to raise personal complaints or issues
* Allow everyone to contribute
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| **Patients were invited one by one to give Streatham High Practice both Positive and negative feedback.**  | Positives: Dr IQ is easily accessable.Negatives: CM - Dr IQ has been closing early due to reaching full capacity. ZB responded. Dr Iq is mainly staffed by our Central Pharmacist. They are able to triage most online consultations. Many online consultations require a GP appointment. At present we have limited GP access, once we have booked all of the available appointment on the day, Dr Iq has to therefore close. JS – Once Dr IQ is closed patients are unable to access their blood results.  The pathways are limited and are not all suitable for the query I have.  It would be useful if patients were able to book appointments directly via  Dr IQ SS – Responded. I will feed this back to the DR IQ team to find a solution for  Points 1 & 2 raised.  At present GP appointments are limited and therefore they are released  on the day to meet with patient demand. Some non-urgent routine  appointments are available to book in advance, such as postnatal check  ups, baby checks and wound dressings. These appointments are available to book via reception and over the phone. BF – Reception staff need to have a better understanding of medical  Terminology. BF was able to provide an example. SS - This will be discussed in our next admin reception meeting and a training  Session will be given.   |
| **Ideas to Improve** | CM – The Practice to be more proactive of younger people.  To be more proactive in preventative measures for patient aged 30yrs + Also for over 40’s NHS health checks and 45yrs + PSA checks. ZB – Responded we are actively reviewing patients whom are eligible and  they are invited in for an appointment. CM – Responded that he and many patients may be less keen on accurx as  the model to motivate patients. SS – Responded that this feedback would be discussed in the next clinical  Meeting and with the practice social prescriber to come up with ideas for  Interactive sessions. We have had positive feedback from the sessions  we currently hold, Pain management on the last Thursday of every month.  |
| **Covid vaccinations**  | JS – Would the Practice be offering Covid vaccinations again this winter  season. SS – Responded, yes for eligible patients. They will be contacted when stock Arrived and appointments will be held at Streatham Place Surgery. |
| **AOB** | No other businessEverybody thanked for attendingMeeting closed |
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