

South Reading & Shinfield Group Medical Practice

Minutes of Patient Participation Group (PPG) meeting held on Thursday 15th
February 2024 in the Conference Room at Shinfield Health Centre

Attendees	Dr Faiza Akif – Managing Partner Adeline Fleming – Practice Manager LH – PPG Member KM – PPG Member CB - PPG Member CH - PPG Member	
Apologies	PJ - PPG Member DM – PPG Member	
Minutes taken by	Adeline Fleming, Practice Manager	
Number	Item	Actions
1	Welcome & Introduction The meeting convened at 16:00, and the Practice Manager, Adeline bids everyone a warm welcome and thanked members for attending and expressed the hope that the PPG will continue to engage with the practice as we work together to improve our services.	
2	Minutes from the last meeting	
3	Practice Updates WE have had the following new staff to the Team Thomasina McDermott - Receptionist First Contact Physiotherapist	
4	Access We discussed access and the introduction of more appointments being offered and now in place by the Surgery which are as follows <ul style="list-style-type: none"> • pre-bookable Face to Face and Telephone routine appointments • on the day appointments - Face to Face and Telephone • minor illness surgery now available • medication reviews available by pharmacist • First Contact Physiotherapist for all MSK related issues We discussed the introduction of the Pharmacy First initiative which started on 31 st January 2024. Patients are encouraged to contact the community pharmacy in the first instance for . The Telephone	

	<p>greeting message has been updated to include this information for patients.</p> <p>It was suggested by the PPG that patients be given a general idea of when to expect a call when booked in for a Telephone Consultation.</p>	
5	<p>National GP Survey</p> <p>The National GP survey should be sent out to patients please complete and return. Results in the past show we are the lowest in the area and the response rate has been low. Please take some time to complete and return.</p> <p>The results from our in-house surveys generally gives a different outcome.</p> <p>We looked at ways of improving this and to continue inhouse surveys regularly.</p> <p>The Friends and Family Test continues on a daily basis, please complete and put into the box on the wall. It was suggested that patients be given their questionnaire at the end of a Face to Face appointment by the clinician.</p>	
6	<p>Research</p> <p>The surgery is actively involved in research and at the moment are doing the DEFINE (Asthma) study for patients on the Asthma register who consent to participate.</p>	
	<p>ANY OTHER BUSINESS</p> <p>There were no other business discussed.</p> <p>PPG remarked there were improvements with the Receptionist Team and they appear more helpful and there are more smiles.</p> <p>The meeting adjourned at 18:00 and Adeline and Dr Akif thanked everyone for attending</p>	
Date of Next Meeting	Thursday May 16 th 2024	