

Claremont Clinic PPG
MINUTES & AGENDA

Date: Monday 22nd of May 2023

Time 4pm- 5pm

Location: Online

Chair: Chanel Radford (Social Prescriber)

Minute taker and Support: Shamina Akhtar (Social Prescriber)

Attendees:

Present	
Staff Chanel Radford (CR) Shamina Akhtar (SA) Dr Joyce	Patients (MS) (ML) (TL) (JS) (BS) (JB)
Apologies:	(GM) (CK) (PM)

	Agenda Items:	Action:
1	Introduction New attendees:	None
2	Updates: CJ: The building works won't affect the capacity of the appointments being offered.	<u>Claremont Clinic refurbishment- Patient Notice</u> Starting from 12th June 2023 , Claremont Clinic will undergo an approximate 5-month refurbishment. We will be open as usual, but please note that we will only have 7 out of 15 clinical rooms available and operating. Some of our staff will have to work remotely, in rotation, so most consultations will be over the phone. However, limited face-to-face appointments will still be possible in the available rooms.

<p>3</p>	<p>PPG code of contact/ Structure</p> <p>CR: We would like the PPG to be patient led. ML: I will be happy to chair the meetings. TL: I will support Michael as a co-chair.</p> <p>ML: Can we have a meeting 1 week before to go over the agenda. CR: Yes, we will have this 1 week before the scheduled meeting with myself and Shamina.</p> <p>JB: I found the last meeting helpful to understand the GPS point of view and how they're feeling.</p>	<p>The groups agreed to write a list of 10 reasonable expectations from a patient view and Dr Joyce will gather a list from the GPs.</p> <p>We will review this at the next meeting and also look at gathering other staff's view and receptionists. We can use this information to help improve the practice and patient relationship.</p>
	<p>Next month's meeting</p>	<p>Date: Monday 7th August Time: 4-5pm Location: Online Chair/ CO- Chair: Michael / Tarsem Minute taker and Support: Shamina Akhtar (Social Prescriber)</p> <p>Agreed agenda:</p> <ol style="list-style-type: none"> 1. Review the patient's list 2. Review the GP list 3. Discuss the Pros/cons of the PPG so far. 4. A.O.B/ patient surveys