**ASPIRE MEDICAL HEALTH**

**The London Road Medical Centre**

**Minutes of the PPG meeting held on 27th June 2023**

Present:

Sudha Guna – Patients Service Manager, Ali Shariff – Manager, Clifford Mickleburgh – Treasurer

Apologies:

None

* Sudha introduced herself and that she will be taking minutes today and Ali from Conway, one of the Managers at Aspire Medical Health via teams talking through about PPG and about the new management.
* Sudha addressed that Jane has left last Friday after working with London Road for a long time. Clifford acknowledged that he is with London Road about 50 years and he knows Jane very well and the last meeting was held with Jane but Dr Monelle hasn’t been around for last few meetings. Also other members who were in PPG including Pat Newman and Kelvin Heather (police officer) joined PPG but soon after the COVID pandemic, they have to resign from the PPG due to commitments.
* Ali introduced himself that he has worked in a General Practice background around 20 years. He went on to explain about the change of management happened to London Road very recently whereby Dr Monelle who has been there for so long and worked hard wanted to take a break and therefore the management was transferred to other two new GP partners belong to Aspire Medical Health who have other 4 practices as well. The new management is planning to standardised the level of care across all the practices in the best way and one of the key thing is that patients may be able to access the services that they are able to provide and reduce the gap between the demand and supply as much as they can and one of the other main key motive is to ensure that they can close the gap through meetings with patients and through other communication between patients and other stakeholders.
* Ali goes further to say that they also have the back-office function behind the scenes that whole team that is looking after the entire admin function across the sites with whom Sudha and the team are kindly liaising on a day to day basis and is more about aligning ourselves as much as we can with standardisation so that we can save more time and avoid delay and duplication of work.
* **Practice Boundary:**

We are in the process of applying to extend the Practice Boundary for London Road Medical Centre. The reasons for this are two-fold:

1. To help enhance and improve both access and choice of primary care provision for the local community.
2. To allow greater synergy, collaboration, and coordination of care for patients with neighbouring practices and providers.

More information on this will be updated to practice website. We have already informed all patients via text messages.

We are reaching out to you specifically to receive your views and perspective on what we believe will be a very positive potential development for our local community.

We will continue to update our practice websites incorporating feedback from both patients and stakeholders alike.  As a part of this process, we will also keep updating the Frequently Asked Questions (FAQs) based on common themes from the feedback.

Please do not hesitate to get in touch should you have any queries or feedback. Your contribution will be invaluable in help shaping the future for our community.

* Clifford wants to know if the communication will be via Text on mobile?
* Sudha informed yes, it can be via text or email and Clifford confirmed email is better. Ali informed text messages are limited but emails can have a bigger picture whereby ticking a box on our email while sending will enable patients to reply so that patient can come up with various questions and this will be displayed on the website under frequently asked questions and answer for everyone’s view. This is to ensure that we are keeping patients informed about our new changes and service to the community.
* Sudha mentioned about recent change on pre-bookable appointments. This will be now restricted unless there is an exceptional reason for a pre-bookable appointment, as past recent months, we can see patients who call on the day to obtain appointment are struggling as the slots have been taken in advance. Clifford added that when he calls at 8am still all the appointments gone so quickly and at times, he cannot keep trying the line due to being outdoor, driving etc. Sudha went on to explain that eConsults are available if no appointments found. eConsults can be found on website and also this is for an urgent problems and not for routine.
* Ali explained that eConsults / Online consultation available and how they work for assessing patient’s issues online, the doctors or nurses or Physician Association. Patients not necessarily needing to call or wait on the queue to be answered but clinicians would ring them instead.
* Finally, Sudha wants to know if Clifford has any further concerns and Clifford acknowledged that there aren’t any. Ali stated that meeting minutes will be published in the website and will be sending a copy to PPG members with the next due date so that there is no last minute invitation. PPG meeting will be held every quarterly year so hopefully by end of August 2023 is ideal as by then it is a flu vaccination season so might as well we can give out information about flu campaign as well. Clifford agreed.

**Date of next meeting: TBA**