**ASPIRE MEDICAL HEALTH**

**The London Road Medical Centre**

**Agenda for PPG meeting on 26th March 2024**

1. National Patient Survey – FFT
2. GP Surgery is not an Urgent Treatment Centre
3. DNAs and how DNA works at GP Surgery
4. Prescription waiting time is 3 days and requests only via in written form
5. PLT day half day closure and the knowledge about PLT for patients
6. Verbal abuse / Physical abuse by patients and its consequences
7. PCN Pharmacist availability regarding medication / prescription queries
8. eConsults waiting time and why eConsult appointments are taking longer waiting time

**Minutes of the PPG meeting held on 26th March 2024**

Present:

Ali Shariff (AS)

Clifford Mickleburgh (CM)

Miss Jill Sidders (JS)

Sudha Guna (SG) – PSM (Minute taker)

### Meeting Minutes – Third Aspire PPG Meeting

* **Welcome and Introduction**
	+ Ali and Sudha welcomed MC and JS to the third Aspire PPG meeting.

### Discussion Points

1. **National Patient Survey – Friends and Family Test (FFT)**
	* Ali reviewed the FFT survey results and highlighted improved ratings since Aspire took over the surgery.
2. **GP Surgery is Not an Urgent Treatment Centre**
	* SG clarified that the GP surgery is not an emergency service and cannot accommodate walk-in emergency appointments.
3. **Missed Appointments (DNAs)**
	* Sudha emphasized the importance of attending scheduled GP appointments due to the high daily demand for appointment bookings.
4. **Prescription Waiting Time**
	* Sudha reminded attendees that prescription processing takes three working days and that requests must be submitted in writing, as stated on the surgery’s website.
5. **PLT Day Half-Day Closures**
	* Sudha explained that PLT (Protected Learning Time) occurs monthly for staff training, during which the surgery closes for half a day.
6. **Zero Tolerance for Abuse**
	* Sudha reaffirmed the surgery’s zero-tolerance policy for verbal or physical abuse, with clear consequences for violations.
7. **PCN Pharmacist Availability**
	* Sudha outlined the availability of a PCN Pharmacist to handle medication reviews and prescription queries remotely during evening hours.
8. **eConsult Waiting Times**
	* Sudha addressed patient concerns about eConsult delays, explaining that the system provides an alternative to calling at 8 a.m. Patients completing eConsult forms receive a phone call from a GP within two days to schedule an appointment if necessary.

### Closing Remarks

* Ali and SG thanked PPG members for their participation and contributions.
* **Date of Next Meeting:** TBC