

**306 Medical Centre**  
**Minutes of PPG Meeting held on Thu 12 Sept 2024**

**Present:** **Staff:** Mo Dawood (MD-PM), Jai Boucher (JB)  
**Patients:** Phillip Lipsidge (PL), Sandra Floy (SF), David Barlow (DB), Alan Robertson (AR), Tina Thorpe (TT), Khurshid Qureshi (KQ), Kathleen Lipsidge (KL),  
**Online MS Teams:** Richard Harwood (RH)  
**Apologies:** Kareen Isaacs (KI), Scott Ballard-Ridley (SBR), Vajira Wignarajah (VW), Kwame Ocloo (KO), Richard Cooke (RC), Dr M Chawdhery (Dr MC), Patricia Giddarie (PG)

	<b>Agenda Item</b>	<b>Timings</b>																																													
1	<b>Meet &amp; Greet</b>	12.15 - 12.30																																													
2	<b>Welcome &amp; Introductions</b>	12.30 – 12.35																																													
3	<p><b>Minutes of the last meeting and any matters arising</b></p> <p>The minutes of the last meeting were agreed with minor corrections, to be uploaded on the website.</p> <p><b>Matters arising</b></p> <ol style="list-style-type: none"> <li><b>Cyber Attack Synnovis</b> – Service restored today, the practice has started using Synnovis pathology services effective today. MD explained all boroughs gradually restored back to Synnovis from August to September.</li> </ol>	12.35 - 12.45																																													
4	<p><b>Practice Slot – GP National Survey Results</b></p> <p><b>The practice performing above average on most indicators and will strive to maintain this. Report available on the website:</b>  <a href="https://306medicalcentre.nhs.uk/wp-content/uploads/2024/07/Headlines-from-GP-Patient-National-Survey-July-2024.pdf">https://306medicalcentre.nhs.uk/wp-content/uploads/2024/07/Headlines-from-GP-Patient-National-Survey-July-2024.pdf</a></p> <p><b>Telephony</b> - The new telephony system now operational. The improved options have been well received and with good patient feedback. Management Report (snipped below) reviewed with PPG.</p> <p><b>SURGERY CONNECT</b>      The Three Zero Six Medical Centre (SE22 8LY)  Management Report      August 2024</p> <p><b>1. Monthly Summary</b></p> <table border="1"> <thead> <tr> <th colspan="3">Call Summary</th> <th colspan="2">Abandoned Summary</th> </tr> </thead> <tbody> <tr> <td>Inbound Received</td> <td>Inbound Answered</td> <td>Average Inbound Talk Time</td> <td>Abandoned Calls</td> <td></td> </tr> <tr> <td>2,370</td> <td>1,825</td> <td>1m 51s</td> <td>507 (21.4%)</td> <td></td> </tr> <tr> <td>Outbound Attempted</td> <td>Outbound Connected</td> <td>Average Outbound Talk Time</td> <td>Average Abandoned Call Time</td> <td></td> </tr> <tr> <td>1,515</td> <td>1,313 (86.7%)</td> <td>3m 5s</td> <td>39s</td> <td></td> </tr> </tbody> </table> <table border="1"> <thead> <tr> <th colspan="4">Queue Summary</th> </tr> </thead> <tbody> <tr> <td>Calls That Queued</td> <td>Answered From Queue</td> <td>Average Queue Time Answered</td> <td></td> </tr> <tr> <td>1,861</td> <td>1,823 (98.0%)</td> <td>24s</td> <td></td> </tr> <tr> <td>Missed From Queue</td> <td>Missed From Queue Excluding Repeat Callers</td> <td>Repeat Callers That Queued</td> <td>Average Queue Time Missed</td> </tr> <tr> <td>38 (2.0%)</td> <td>38 (2.0%)</td> <td>0</td> <td>33s</td> </tr> </tbody> </table>	Call Summary			Abandoned Summary		Inbound Received	Inbound Answered	Average Inbound Talk Time	Abandoned Calls		2,370	1,825	1m 51s	507 (21.4%)		Outbound Attempted	Outbound Connected	Average Outbound Talk Time	Average Abandoned Call Time		1,515	1,313 (86.7%)	3m 5s	39s		Queue Summary				Calls That Queued	Answered From Queue	Average Queue Time Answered		1,861	1,823 (98.0%)	24s		Missed From Queue	Missed From Queue Excluding Repeat Callers	Repeat Callers That Queued	Average Queue Time Missed	38 (2.0%)	38 (2.0%)	0	33s	12.45 – 12.50
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	<p>General consensus was that access was easy and the changes were effective.</p> <p><b>Friends and Family (FFT) Test</b></p> <p>MD shared July and August FFT patient feedback reports available on the website:</p> <ul style="list-style-type: none"> <li>• <a href="https://306medicalcentre.nhs.uk/wp-content/uploads/2024/08/NHS-FFT-Monthly-Report--Aug-2024.pdf">https://306medicalcentre.nhs.uk/wp-content/uploads/2024/08/NHS-FFT-Monthly-Report--Aug-2024.pdf</a></li> <li>• <a href="https://306medicalcentre.nhs.uk/wp-content/uploads/2024/08/NHS-FFT-Monthly-Report--July-2024.pdf">https://306medicalcentre.nhs.uk/wp-content/uploads/2024/08/NHS-FFT-Monthly-Report--July-2024.pdf</a></li> </ul> <p>The discussion generally focused on poor responses as the majority of the responses were positive.</p> <p>TT asked if the practice was able to identify the patients from the feedback. MD advised that the responses were anonymised but where possible we tried to identify any poor responses to reach out to them or to enable us to review the facts from the medical records. Where the practice was able to identify the patients the response was annotated with practice comments where possible.</p>	
5	<p><b>Open Session – PPG Members Slot &amp; Updates</b></p> <ol style="list-style-type: none"> <li>a. Patients from Abroad - Emergency care is free but the practice would signpost the patient initially to NHS111. MD explained that the practice cannot charge for private care but hospitals have departments for patients from abroad and their details are verified with the Home Office for entitlement to NHS care as part of the hospital process.</li> <li>b. TT said that we should note that she received great care from the practice nurse and was offered prompt appointments when needed and has shown her empathy and support when needed</li> <li>c. TT raised primary care increased funding news. MD explained that the practice had a 6% uplift in the global sum this month back dated to April. This would help with the historic pay uplifts and increasing inflationary cost pressures over the years. However other funding streams for additional roles go directly to the Federations who appoint staff to work across local practices but sometimes due to cost and market pressures sometimes these appointments are not effective.</li> <li>d. SF mentioned health promotion and preventative care options and what would they mean for the practice. MD gave NHS health checks as an example where any patients over 40 years with no pre-existing conditions were given a health check to identify any potential undiagnosed conditions or health risks.</li> </ol>	12.50 – 13.00

6	<p><b>AOB</b></p> <p>PPG generally pleased with the new accessible meeting room. MD explained that this was used for medical records which have now been fully digitized. The space was free and underutilized so the practice refurbished it to be used as a meeting room as part of a small renovations project which included the patient entrance and the reception office. MD advised that the practice planned to put in some support bars with a help of a good handyman, when one is be found.</p>	13.00 – 13.15
	<p><b>Date of next meeting agreed: 12 December 2024 at 12.30pm</b> The meeting was brought to a close at 1.45pm</p>	

**Tentative 2025 dates for the diary: Thursdays, 13 Mar; 12 Jun; 11 Sep; 11 Dec**