**PPG Meeting**

24th March 2023

Attendees: Ali Shariff, Mohammad Halim, Paige Jones & M Pema (guest)

Ali, Mohammad and Paige started the meeting off introducing themselves and explaining what their role we’re within Aspire. Ali explained that they we’re holding this meeting was to discuss the reasoning behind wanting to extend the red tapes especially for Kings Family Practice. This is so they will be able to adhere to services outside of the area. Due to there being a boundary with the red tapes this is a struggle to do. Ali stated that this mean that patients increase with the service however they wouldn’t expect many as most patients would stay with her current GP and wouldn’t travel 8 miles to receive a service and this is something that may or may not happen. Ali stated that National Level have a lot of requirements and all of them have to be met to register outside of the catchment area. Ali stated that there are things that could be looked into such as someone being registered to a GP closer to their work place which would make it easier for them to attend appointments or receive a service.

Ali gave an example about a previous patient who was in a care home and due to that care home being outside of the catchment area it presented red tapes so that personal potentially did not receive the best care as for example they may not have been able to receive the best service. Another example of this is the child of the patient wanted to visit them for a long period of time so would need to change GP’s on a temporary basis. This is something that is not straight forward and something that potentially would need to be looked into.

Ali stated that if you could CQC compliance there are reports for Kings which shows if it is meeting the regular requirements and whether it is providing a good service. Ali explained that sometimes things do go wrong and some patients are left feeling unhappy however it goal is to try our best to rectify these outcomes and meet the requirements for the patients.

Ali stated that on a monthly basis there is a new set standard which shows statistics on GP’s including how they provide appointments and there is a national report on how a practice performs. This is done 2 months in arrears and shows if the right level of service has been provided. Ali said that this is a continuous process for every practice and continuously changes due to the increase in patients and providing the right level of access. 6 months ago this may have been completely different to now due to the increase or even decrease in patients. An example of this that Ali gave was that an online GP provider was registered in London and due to this it had an impact on surrounding surgeries. Due to this they had to analyse how they we’re going to continue to provide a service. Another example of this was Kent and Medway CCG we’re struggle to provide Spirometry tests, due to them being informed of the demand of the service that was needed they we’re able to enhance the patient service and action was taken so this service could be provided. Ali stated an example of trying to extend practice boundaries is for example if there is a level of smokers who need more attention but there is not enough hands, extending the boundaries could mean that appointments could be made across various practices that can provide the service. Some practices may say they are too busy however some may say that they have the capacity to do so.

Pema explained that they have had a great experience with the surgery and just wanted to say thank you. Pema stated that the only concern she has is what will happen with the existing patients if more patients are taken on. Ali stated that all existing patients will remain patients with their current surgery. We are hoping to be able to increase the services at Kings Family Practice so patients at Marlowe Park or St Werburgh will be able to attend. For example if a patient needs to receive a service at Kings which isn’t available they could receive a call from St Werburgh. The list of patients may grow in size and if so it may be that appointments need to be analysed per month and the service levels analysed. The appointments/services will always need to reflect the patients and reflective exercises will need to take place often. Pema thanked Ali and again said she is very happy with the service. Ali asked Pema if she has any further questions in the future to get in contact.

The meeting concluded.