

Dr James welcomed everyone and thanked the PPG for their continued support. She introduced the members of the clinical team who joined the meeting.

**Dr Lydia Willetts Salaried Partner**

**Christian Ellwood**

**Jeremy Franklin**

**Paul Ratcliffe Lead Nurse**

**Dr Archer GP Trainee**

**Constantina 5th year medical student**

1. Patients participation Group terms of reference

**Malkit Bhatti**

**Cynthia Campbell**

**Cleo Palmer**

**Lucy Palmer**

**Joan Ward**

**Ashok Jamdagni**

**Sharon Martial**

**Dorcas Adegbulugbe**

**Beatrice Scot**

During the next meeting the group will revisit this and the members will be sent an updated terms of reference.

2. News

Access to the toilets whilst preserving the hot room has been remade. We are concerned about what the coming winter may bring. For the moment we feel that febrile patients or those who could pass infection to the more vulnerable should have some separation from the main waiting room.

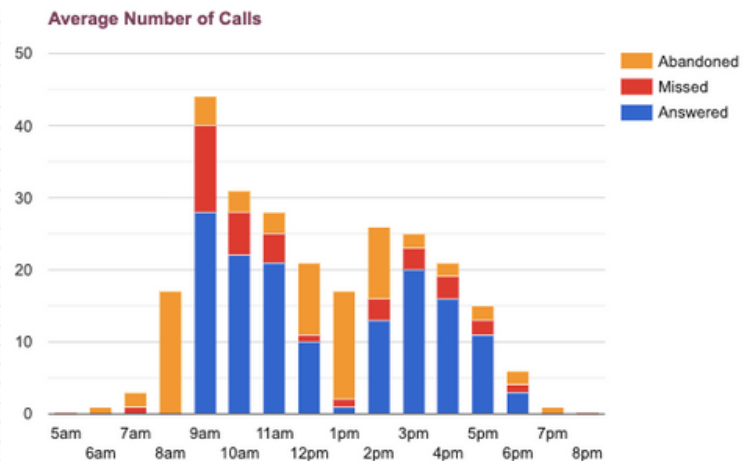
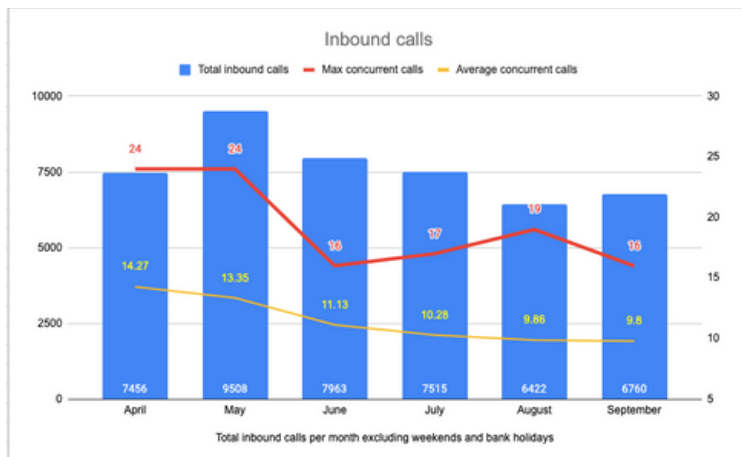
3. Dr Willetts Health Equity Quipps

Dr Willetts who is starting a new role as Salaried Partner at DBS introduced herself to the group. She is currently working on addressing health inequalities in patients in certain groups. Particularly focusing on blood pressure, cholesterol and diabetes reviews. Some discussion on potential barriers to health equality in these patient groups. She explained how we plan to address these as a practice with targeted reviews to housebound patients and proactive approach with a recall system for patients who have been identified as needing a review of their blood pressure and cholesterol.

### 3. The phone system

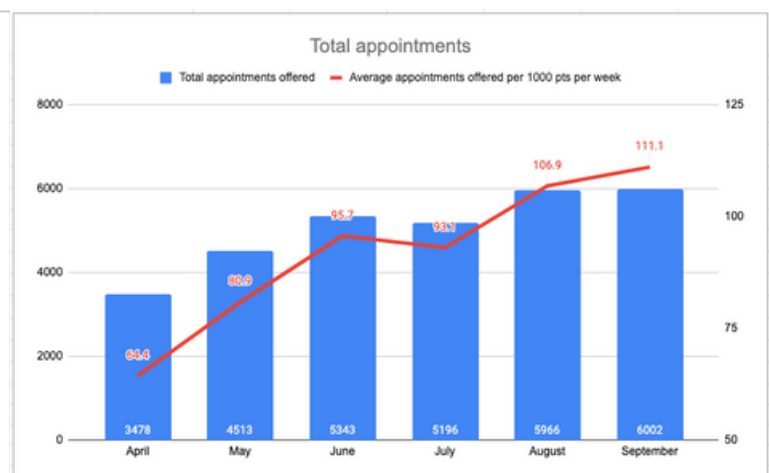
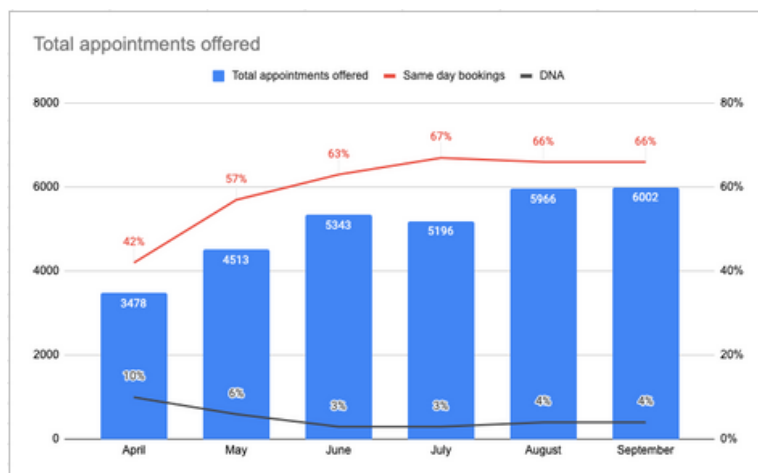
Volume of calls remains high, but has fallen slightly(see graph below). The clinical triage system and reuse of the links has helped to reduce call volume and we thank all patients for the help and patience they have shown as we initiated this.

However our call wait times remain too long on certain occasions. There are peak times when the phones are particularly busy ( see call times graph). To cope with this we are recruiting into reception posts and we have purchased a phone call screen to offer a visible track of call wait times for the reception team.



Despite this the number of appointments available has increase. We have recruited more doctors and allied clinical staff.

### Appointment availability graph



Paul Ratcliffe lead nurse introduced himself to the group. Paul is promoting good blood pressure management and is always available to help you manage your blood pressure or other long term condition. He stressed the importance of medication plus life style in BP control. The PPG was asked to encourage their family and friends to take advice on blood pressure management and be compliant with medication.

#### 4. De Beauvoir Surgery, its training role

We thank all our patients for helping to train the next generation of doctors. At DBS we provide general practice experience for third and fifth year medical students. Dr Willetts teaches the third years and Dr James looks after the final years, however it is a whole team responsibility which would not be possible without the continued support of our patients.

Constantina 5th year medical student told the patients about her experience in General Practice, how the wide variety of cases she has seen. And assisted the GPs to treat has given her greater confidence as she approaches final exams and her first year of qualification.

Dr Caitlin Archer GP Trainee shared with the group her training journey and what is entailed.in General Practice Vocational Training

#### What the Students say

Dr Willetts has received a nomination for " GP Tutor Of The Year" from Queen Mary, Barts & London Medical School. With her thorough detailed and diligent approach to her students and her patients she is definitely our Tutor of the year!

#### 5. Christian Ellwood

Christian is a Contract Practice Manager with a large amount of experience in an advisory capacity for many practices. He has assisted the practice to update the policies and its management procedures and prepare for the next CQC inspection. Currently he is training the deputy practice manager Mark Adkins as he establishes his role.

#### Conclusions

The next meeting will be in January 2024, invitations will be sent in the first week of the new year.  
Best wishes for Christmas. We hope to see some of you over December as the surgery