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Minutes of the PPG meeting held on 28th February 2022 at Kensington Street

Attended: Naseem Llewellyn, Asmaa Hans, Hena Afzal and Surji Cair
Apologies from Marie and Martin Brennan, Hazel Sutcliffe, Tony Sedeno
Nazmin Khalid and Dr. Bavington

Naseem chaired the meeting in the absence of Hazel. After short introductions, Hena Afzal the practice manager provided an update from Kensington Partnership:

Recruitment of reception staff

Hena explained that a number of reception staff have left us and at the moment we are in a process of recruiting. It was noted that currently there are not enough reception staff to answer phone calls and therefore the patients may be experiencing a delay in their calls to be answered.

With the recruitment of further staff, it's hoped that the delay would be reduced which will improve patients' experience.

Naseem asked to thank all the reception staff for their hard work and her appreciation for them. These comments will be passed on the reception team.

There was discussion on retention and progression of staff. There are plans to improve training and staff experience.

Hena and Surji will continue to update the PPG group.

A new Salaried GP Dr Chishti has now been appointed.

The Website

Hena told the PPG group that we are in the process to redesigning the website to improve access. PPG will be updated on its progress. Any suggestions or feedback is welcome. Later there was a lot of discussion about improving information for patients. It was highlighted that the information on the noticeboards needs to be updated and to ensure its current.

The Website (continued)

A suggestion was also made to ensure that car park maps are available to patients. Priority will be given to improve the information on the notice boards and the Website.

It was requested that we also provide a data for the PPG group about how many appointments are allocated to patients each month and how many are not attended. This will be done for the next PPG meeting.

The latest Patient Newsletter was also discussed and feedback given. It was explained that the newsletter illustrates that the additional support that we are providing for our patients in partnership with community organisations. The PPG members are reminded that they can contribute to the Patient Newsletter. Any articles or information to be included can be sent to Surji.cair@braford.nhs.uk

There was also discussion about lack of people attending PPG meetings. Surji explained that there were a number of apologies received this time. It is hoped that next meeting would be better attended as it will be evening meeting. The dates of future meetings will be decided after each meeting.

Surji also explained that she is trying to recruit further members to the PPG group. A number of recruitment forms have been given out. There is a health event on 9th March at Gurlington Centre and we will talk to people there about joining the group. Naseem and Asmaa are hoping to attend. We are also liaising with community organisations to recruit further member for the PPG group.

The next meeting is Thursday 26th May @ 4:30pm – 6:30pm at Kensington Street. The meeting will take place in person. If you prefer to attend this meeting remotely do let us know and then a link can be forwarded to you.