

Meeting Minutes: Patient Participation Group Meeting

Date: 13th March 2024

Location: Freuchen Medical Centre

Attendees:

- Mr. Alan McCormac (Chair)
- Mr. Joao Sanches Rodrigues
- Miss Beverly Baptiste
- Mrs. Cecilia Baptiste
- Miss Mina Haeems
- Mrs. Asia Lessan
- Ms. Sana Rabbani (Practice Manager)
- Mr. Karan Singh Maan (Assistant Manager)
- Ms. Savita Hirani (Reception Manager)

1. Recap of Previous Meeting:

The minutes of the last gathering were reviewed, outlining discussions and decisions made. Apologies were noted from those unable to attend.

2. Discussion Points:

- Alan's attendance at the NWL PPG meeting was acknowledged, highlighting insights gained from the 200 attending practices.
- Transition to a new telephone provider was detailed, following negotiations facilitated by NWL ICB.
- Alan's appointment as PPG chair and his tenure as a longstanding patient of the surgery were mentioned.
- The creation of additional clinical rooms and its impact on service provision were discussed.

3. Technology, Access, and Patient Care:

- Challenges with Wi-Fi access following telephone system changes were highlighted, with an emphasis on empowering patients through digital resources.
- Feedback on FFT data and DNA policy review was presented.
- Updates on staffing changes, including the roles of social prescribers and recent additions to the team, were provided.

4. Patient Engagement and Outreach:

- Efforts to enhance patient engagement, such as attending external PPG meetings and exploring online meeting options, were discussed.
- The importance of patient participation in meetings and the need for timely agenda distribution were emphasized.

5. Abbreviations and Terms:

- Abbreviations such as ARRS, PA, and ANP were explained to ensure clarity in communication.

6. Additional Business Matters:

- Feedback on the effectiveness of external PPG meetings was shared, with a focus on improving patient involvement.
- Strategies for organizing future PPG meetings and maximizing patient attendance were explored.

7. Patient Concerns and Referrals:

- Challenges with appointment availability and referrals were acknowledged, with an emphasis on patient understanding and timely access to care.
- The importance of NHS services and gratitude for their provision were reiterated.

8. Next Steps and Future Meetings:

- The date for the next meeting, scheduled for 12th June 2024, was confirmed.
- Participants consented to be referred to by their first names in the minutes.

Meeting adjourned at [time].

Note: Minutes recorded by Karan Singh Maan