

PPG Meeting on 12/06/2024

6 attendees

Dr Jamshad online

Sana

Dr Khan

Reminder did go out for PPG

Discuss last PPG meeting minutes

Alan - suggested Not use any abbreviation in minutes

Agenda not send earlier enough

This allows more people to participate

Sana - mentioned that the plan was that AM to do agenda and surgery will validate it.

Alan - happy to share his number for all

Members to have.

Patient survey

Sana - New survey will be sent out for this year

Surgery also gets sent after every patient appointment. We will be reviewing them.

Access

Sana - access to surgery improved by referring patient to other services

Telephone system is more organised

Patient ID shows up when patient call

This helps when clinician call from home

Patient is aware that it's the surgery calling.

Pharmacy first

Sana - We are referring patient to community pharmacy for 7 problems and they can issue prescriptions,

Active pharmacy are Chana and S&S

PPG update

No update from AM

Alan - talked about his personal issue.

Feels same day appointment was given

Dr Khan - explained that anything regarding Chest pain should be dealt with A&E

Dinesh - patient sometime cannot explain their symptoms. Therefore, this may contribute to triage system.

Harold - suggested we refer to the message we have on our calling system.

Sana - will listen to the call when AM called

Alan - would like some feedback from PPG of how this can be avoided for any other patient.

Sana - more health care professionals are being involved in patient care.

Dr Khan - shared recording where the primary care is heading. Less qualified clinician will be employed by surgery.

Dr Khan explained all staff are briefed on
Weekly basis, on how to deal with urgent situation and appointments are available on the day.

Dinesh - shared experience, was signposted to correct place for urgent problem

Alan - wants to encourage more people to attend PPG.

Sana - suggested Next PPG will try online as well as face to face.
Members prefer face to face and not both

Dr Jamshad - agreed there are changes globally in nhs
Wanted PPG to know that Property is up for renewal for lease. Looking for PPG for feedback
Possible evictions.
Looking to know how we can serve our patients.

Dinesh - concerned and whether patient should look for another GP.

Sana- we care not advising patient to find another Gp it's risk of relocation.

Alan - advice as ex barrister to seek for good solicitor look at landlord tenant acts
Happy to get involved if needed.

Dr Khan - assured that patient will be informed of the process of the reallocation.

Next PPG 25th Sept @ 5pm