

PPG Meeting Minutes - October 2, 2024

Attendees: 8

Dr. Khan

Mrs. Sana Rabbani

Mr. Karan Maan

Mr. Alan McCormac (Chair)

5 patients attended

Apologies:

- Dr. Omar Jamshad

- Mr. Panch

Meeting Highlights:

- The minutes from the previous meeting were reviewed. It was agreed that future minutes will avoid the use of acronyms.

- The agenda, prepared by Alan, was approved by Sana.

- Alan inquired about the patient survey discussed earlier. Sana reported that a new survey has been distributed, but responses are still insufficient for data analysis. Results are expected soon and will be published on the Practice website. The outcomes of the national survey have already been released, showing improvements in telephone access.

- Alan asked about how patients can be directed to services like Pharmacy First. Dr. Khan provided details about the referral process for the Pharmacy First service.

- Alan raised concerns about difficulties in reaching his GP. Sana assured that an investigation had been conducted, with no issues identified.

Practice Updates:

- The flu vaccination program begins tomorrow, October 3, 2024, with extra clinics scheduled to meet demand, including Saturday clinics throughout October.

- A new RSV vaccine is now available for eligible patients.

- QOF work and preparations for winter pressures have commenced; patients can expect more text messages regarding chronic disease management.

- Tenancy issues were discussed, with Dr. Khan providing an update on the current situation.

- Patient satisfaction was addressed, with Patricia sharing her family's positive experience.

- Eileen expressed concerns about difficulty accessing a doctor. Sana acknowledged her disappointment and clarified that there are doctors available and various clinician options to assist patients.

Alan noted improvements in service based on his experience.

AOB:

- Meena shared her experience from a recent appointment.

- Alan inquired about the GP-to-patient ratio. Dr. Khan and Sana explained the ongoing shortage of GPs in the NHS.

- Alan also asked whether participation in the PPG is voluntary or mandatory. Sana clarified that it is voluntary for patients and recommended for the practice. Additional information about PPG is available on the website.

- Sana explained efforts to inform patients about available clinician options to facilitate earlier access to care.

Conclusion:

The meeting was adjourned, with the next PPG meeting scheduled for March 19, 2025, at 5:00 PM.