

Wembley Centre For Health and Care
116 Chaplin Road
Wembley
Middx
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Tel: 02081030110
www.smsmedicalpractice.co.uk



Patient Participation Group Meeting

MS Teams Meeting 7:30PM

28th August 2025

Attendees:

Dr Satnam Sodhi

Mr Ali Jamal

Mr Avi Patel

Mr Kamaljit Phull

Mr Paramasamy Premasiri

Shahla Jamal (PM)

Daxa Jethwa (Reception Team leader)

1. Shahla kicked off the meeting with the first agenda item feeding back with the current booking system which is working well and the practice has increased the number of GP sessions to accommodate increased demand. The practice allows for face to face and telephone appointments and also books into the Harness hub when required. Members stated that they did not have any issues with booking appointments and were able to get appointments on the day. DJ also stated that the practice had not opted for the Online triage system where the duty GP had to triage patients first and then advise whether they needed a telephone or face to face appointment as this often delays a contact. Members were happy with the current format.
2. SJ informed members that the flu jabs were arriving on 10th September and to inform family and friends to come and get their jabs soon. The reception team have already started booking in patients in the clinics. DJ stated that Linda will be accommodating all patients that attend surgery between 8am-12pm as walk ins.

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3. SJ informed members of the new in house FCP- physio Trupti Thakor who works Mondays and Tuesdays and helps diagnose acute pain conditions and gives exercises and also does onwards referrals such as x-rays.
4. SJ informed members that the practice had many new services in-house such as:
 - The Social Prescriber Arambha to help with Social and housing issues.
 - Dietician- Anagha to help diagnose and treat dietary and nutritional problems and help manage obesity and diabetes through nutritional plans and lifestyle guidance.
 - Mental Health Practitioner to help with mental health issues and help prevent referrals to secondary care through earlier access to support.
5. Finally, SJ advised the group that the practice had some new GPs who were Drs Hasan Syed Naim and Nyla Khan who were becoming popular with patients and they both spoke Hindi.

In AOB, Mr Phull stated that he found the Desmond Diabetic programme very useful about what to eat and what not to eat and he would highly recommend it to other diabetics. Dr Sodhi was grateful for his feedback and said he would start encouraging other patients to join.

This concluded the meeting. The next one will be on 26th February 2026.