

Wembley Centre For Health and Care
116 Chaplin Road
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Patient Participation Group Meeting

20th April 2022

Attendees:

Dr Satnam Sodhi

Varsha Khubchandani

Jagjeet Oberoi

Saba Ansari

Shahla Jamal (PM)

Daxa Jethwa (Reception Team leader)

1. SJ welcomed everyone to the meeting.
2. SJ spoke about the new Spirometry service at Willesden Centre for Health & Care , Robson Avenue. All patients must be registered with a Brent GP, be over 18 years of age and have suspected COPD or asthma. Bookings are made by the reception department.
3. SJ stated that the extended access hub is currently operating a restricted service due to staff shortages although we are utilising the temporary Winter Access Fund clinics for 1 month provided at the weekends.
4. SJ informed the group that Care planning will commence shortly for our vulnerable at risk patients and will continue for the next few months. We have approximately 62 patients to care plan this year.
5. The Spring Covid Booster programme is still ongoing and staff have started to get their booster now. Also, patients are getting text messages to get their boosters at the health centre.
6. SJ advised the group that the Practice has opted out of the extended hours service and that Harness will now provide cover from the hub downstairs on Saturdays from 10am- 1:30pm in Room 3. The HCA will provide blood tests, asthma reviews, diabetic reviews and health checks.

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7. Daxa feedback on new the emergency appointments system that was implemented after the last PPG meeting in October. It was going well and patients were very happy with it as it had reduced patients having to call back the next day for emergency appointments. Any additional appointments that could not be fitted in were sign posted to the community pharmacy consultation service on the same day.
8. Dr Sodhi asked if there was anything else members wanted to discuss. Everyone seemed happy and so this concluded the meeting.

This ended the meeting. The next meeting was set for Wednesday 12th October 2022.