

Wembley Centre For Health and Care
116 Chaplin Road
Wembley
Middx
HA0 4UZ
Tel: 02087956152
Fax:02087956211
www.smsmedicalpractice.co.uk



Patient Participation Group Meeting

19th October 2022

Attendees:

Dr Satnam Sodhi

Saba Ansari

Jagjeet Oberoi

Ali Jamal

Varsha Khubchandani

Shahla Jamal (PM)

Daxa Jethwa (Reception Team leader)

- Dr Sodhi welcomed everyone to meeting.
- SJ stated that the flu season had commenced and the practice had started the flu campaign which was going well with more than 250 flu jabs already given. Some were being Covid boosters at the same time. Dr Sodhi emphasised the importance of having the flu jab this year as immunity was low in the community and hospitalisations were expected to be high due to flu.
- SJ informed members that the practice had upgraded the phone system and changed their phone number to 0208 1030110 and the new bypass number was 020 8103 0111. The website has been changed with the new number, NHS Choices etc... All patients have been informed by text message and telephone.
- Members discussed with the team that they wanted more appointments available on the day. They said when they discussed with their friends and family, this was more important to them to be able to get an appointment on the day when they were not feeling well. Dr Sodhi and Shahla said they would look into making more appointments available on the day as emergency appointments.
- Members also asked about Minor Surgery appointments and whether there could be a set day for injections and a set day for procedures as sometimes they are kept waiting for a long time in the

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waiting room and if the operational aspect is made more efficient, it may reduce waiting times in the waiting room. Dr Sodhi and Shahla said they will look into rejigging the clinics.

- SJ informed the practice that they had taken on another member of temporary admin staff from a neighbouring practice call Shagufta Khan Pathan working as an admin assistant.

There was no other business and the next meeting was scheduled for 19th April 2023.