



Wembley Centre For Health and Care
116 Chaplin Road
Wembley
Middx
HA0 4UZ
Tel: 02081030110
www.smsmedicalpractice.co.uk

Patient Participation Group Meeting

28th November 2024

Attendees:

Dr Satnam Sodhi

Mr Ali Jamal

Mr Avi Patel

Mr Kamaljit Phull

Mr Paramasamy Premasiri

Mr Parth Bhatiya

Mrs Versha Khubchandani

Mr Girish Khubchandani

Shahla Jamal (PM)

Daxa Jethwa (Reception Team leader)

1. Dr Sodhi welcomed everyone to the meeting and SJ spoke briefly about same day access and the split of telephone and face to face appointments. The phone lines open at 8am and patients are able to call or come to the surgery to book. A triage process is still in place, however if patients request a face to face appointment, they are offered one especially for young children and the elderly. DJ explained that 6 slots are made available for on line bookings every day at 6:40pm and patients are encouraged to use this facility to avoid having to wait on the telephone. Members gave positive feedback and were happy with the current appointments system. Mr Phull asked if



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the NHS app on line appointments system was the same as the patient access login and was told that it was.

2. SJ told the group that since the new cloud based telephone system had been put in place, patients should not be waiting in queues as there is a call back facility and the reception team will call them back once their turn comes in the queue. Members reported that they were very happy with the news system.
3. SJ informed members that the practice had many new services in-house such as:
 - Social Prescribers to help with Social and housing issues.
 - Physiotherapist
 - Clinical Pharmacist Team to do medication reviews
 - Health and wellbeing coach to do diabetic reviews
 - Dietician
 - Mental Health Practitioner to help with mental health issues.
4. SJ also informed the group that the practice had recently joined social media- Facebook and Instagram and regularly posted updates about health and wellbeing as well practice updates on there. The practice also produces a quarterly newsletter which is sent out to patients digitally and is also posted on social media and the practice website.
5. Dr Sodhi went through cancer awareness as part of the educational theme for the meeting:

The first part was about Movember and he explained being a month long event that takes place every November where men grow moustaches to raise awareness for men's health such as prostate cancer and men's mental health. Dr Sodhi explained that it is important to have conversations about men's health to raise awareness.

The second part was about different cancers such as Bowel, Breast and Prostate.



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We discussed the benefits of screening for breast cancer and survival rates $\frac{3}{4}$ survive >10 years. Screening done through X-rays known as Mammograms. Patients were advised that they will be invited for screening every 3 years from aged 50 years -71 years. We discussed Bowel screening to look for changes in the bowel which could lead to cancer and discussed the national FIT programme which sends home screening kits for patients to send back. We discussed the age group for screening 54-74 years although the age range is widening to over 50s as the programme is expanding. Patients were engaged in the conversation and were happy to spread the word to others.

Dr Sodhi discussed the pros and cons of PSA testing: for eg: some high PSA levels do not mean cancer but will need to be investigated with a biopsy which can have further side effects such as pain, swelling , infection. Many prostate cancers

are slow growing and you may end up having treatment you do not require. Conversely, a low PSA may sometimes miss a cancer. Dr Sodhi shared that it is advisable for men over 50 years who have had family members or men from the black community with symptoms to have a PSA test.

6. Finally, SJ advised the group that the practice will be open during Xmas and the NY except for the bank holidays and members should call 111 and let their family and friends know.

Dr Sodhi closed the meeting and thanked everyone for joining. The next meeting will be on 29th May 2025.