

Patient Participation Group Meeting Minutes

20th Meeting

Saturday 24th April 2021

Present:

Practice representatives: Dr Hussain (AH), Zoubia Hashmi (ZH), Taiba Farooq- Senior Admin & PPC Secretary, Rukhsar Shazad – Administrator, Hafsa Khan-Receptionist, Iqra Jamshaid – Administrator.

Patient representatives: FK, RK, RUK, RU, MI, NA, WS

Apologises: SC, WA, SR,

	Items	Actions
1	<p><u>Welcome and Introduction</u></p> <p>AH- Welcomed and thanked everyone for attending the telephone PPG conference call. Unable to facilitate face to face meetings at present due to Covid-19.</p> <p>These meetings give practice staff and patients the opportunity to share decision making and keep each other informed of important updates.</p> <p>We need to encourage more patients from all backgrounds and all ages to join the patient participation group PPG.</p>	<p>Continue to encourage patients to attend PPG meetings.</p>
2	<p>Practice Updates</p> <p>ZH- We are now offering the AstraZeneca Covid Vaccine here at the GP surgery. Previously all of our eligible patients were directed to our Hub at Saltley Health Centre for the vaccine.</p> <p>FK- Asked if it is possible to get the Pfizer vaccine at the surgery.</p> <p>AH- Explained that due to the storage condition requirements for the Pfizer vaccine, we are unable to offer this at the surgery.</p> <p>ZH- Informed that the AstraZeneca vaccine is also collected on the day from the Hub site and all doses are given on the day to patients.</p>	

	<p>IJ- There has been an improvement in the willingness and uptake of the Covid vaccine. However it is difficult to ensure every dose is given when patients do not attend their appointment, despite being reminded via phone call and text message.</p> <p>TF – We do have a reserve list of patients for this issue, but it is still difficult when many patients cancel/do not attend last minute.</p> <p>RU- A suggestion would be to book extra patients in to ensure all vaccines are given.</p> <p>TF- This method is also used, however it is unfair that if all the patients attend, many have to be cancelled and rearranged.</p> <p>AH- It is a difficult situation, which can easily be resolved if patients attend on time.</p> <p>ZH- We do have a DNA (Did Not Attend) Policy which we can also send in the text message reminder.</p> <p>AH- All members to keep encouraging Covid Vaccine uptake.</p>	
3	<p>Wellbeing</p> <p>AH- Since Covid, there has been a surge in domestic violence across the UK. Everyone is being encouraged to work from home, schools are closed and there is high tension in households.</p> <p>ZH- Please know that support is always available. Before lockdown, women especially would get a chance to talk to others when going on school runs or visiting the GP surgery. Now that face to face contact is limited, it becomes difficult for victims to get time away from abusers and becomes even more difficult to seek help.</p> <p>FK- Recommended Women's aid as a great helpline.</p> <p>AH- There are other services such as the National Domestic Abuse Helpline and Men's Advice Line. Even if</p>	

	<p>you are unable to call, you can email the services and they will respond when it is suitable for you e.g. certain hours in the day.</p> <p>RU- We should have local support groups who take care and support victims. It is difficult to look for the signs while having no contact.</p> <p>AH- General health is also declining with many increasing their intake of fast food during lockdown periods. Diabetes has always been an issue in our community. There are many more people getting pre-diabetes and are at higher risk of getting diabetes.</p> <p>FK- Due to Covid we have not been able to carry out diabetes workshops for the patients. We can try virtually but attendance will most likely be very poor.</p> <p>ZH- Even in our past workshops before Covid, people are only interested if there is food available.</p> <p>AH- Concluded meeting and thanked everyone again for attending.</p>	
	Next PPG meeting in 3 months	