

Patient Participation Group Meeting Minutes

22nd Meeting

Saturday 23rd October 2021

Present:

Practice representatives: Dr Hussain (AH), Zoubia Hashmi (ZH), Taiba Farooq- Assistant Manager and PPG Secretary, Tahir Iqbal – Administrator, Iqra Jamshaid – Administrator.

Patient representatives: FK, WA, RK, SC, PF

Apologises: RUK, RU, MI, NA,SR

	Items	Actions
1	<p><u>Welcome and Introduction</u></p> <p>AH- Welcomed and thanked everyone for attending the telephone PPG conference call. It has been decided by PPG members to keep the meeting over the phone for the time being.</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>Many patients were unfortunately unable to attend.</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- The surgery are unable to provide certificates for proof of vaccinations, nor do we offer private Covid tests. All patients must use the NHS covid pass or call 119 to get their official certificate.</p> <p>AH- Due to the increase in travel and lifting of restrictions for many countries, we are getting more requests. Please note as per NHS guidance, we are not able to provide these.</p> <p>TF- Covid tests should not be done on the NHS for travel purposes, but should be done privately at a pharmacy or clinic.</p>	

	<p>ZH- The flu season has also started again, so as always, we need to get our eligible patients in for their jab.</p> <p>FK- As many have had their covid vaccines, they do not want the flu vaccine on top of this.</p> <p>AH- A pattern of the same reasons appear over the year as to why patients are declining the flu vaccine. We can only try our best and give the answers to their reservations.</p> <p>TF- It is for patients own health and benefit.</p> <p>IJ- We are holding clinics throughout the week, as well as late Monday evening and on Saturdays to accommodate all of our patients. Clinicians are happy to see extra patients as we are prioritising the flu vaccine uptake.</p>	
3	<p>Health and Wellbeing</p> <p>RU- It has been difficult to get through on the lines to arrange an appointment. There is a long message about Covid-19 and then a further message about the appointments.</p> <p>ZH- We have to provide certain information in line with government guidance. This message is updated and changed accordingly. After the 30 second message, if you press 1, you will be put through to the appointment line queue.</p> <p>AH- Our phone lines get very busy at appointment times. Same as other GP surgeries, we have a surge of calls coming in. Even though we have enough staff answering the calls in reception and our call centre, the volume is very high. That is why appointments are taken quickly.</p> <p>AH-As not many patients attended, meeting kept short. As usual, December is a busy time for everyone so we will have a meeting in January.</p>	
	Next PPG meeting in January	