

Patient Participation Group Meeting Minutes

21st Meeting

Saturday 31st July 2021

Present:

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

Patient representatives: FK, RK, RUK, RU, MI, NA, WS, PF, WA, SR

Apologises: SC,

	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 to conduct the meeting over the phone as many are not comfortable attending the Surgery.</p>	<p>Continue to encourage patients to attend PPG meetings.</p>
2	<p>Practice Updates</p> <p>ZH- As the footfall is increasing at the surgery, we are taking extra measures to keep everyone safe. We have conducted a risk assessment and already have many safety measures in place.</p> <p>TF- Hourly cleaning checks are carried out. This included a wipe down of all the chairs and door handles. Clinicians also clean and wipe down after each patient.</p> <p>AH- Any patient entering the building must wear a facemask, have their temperature taken and sanitize their hands. Covid can be spread easily and we must all take care to keep everyone safe.</p> <p>ZH-Explained although we are bringing in more patients to be seen face to face, our waiting area is limited to seven patients at a time downstairs. If there is no</p>	

	<p>capacity, the patient will have to wait outside until a seat is cleared.</p> <p>ZH- Informed that the National GP Patient survey results are back. Explained that as usual, there has been a low uptake. Internal survey results are also back. Stated that there has been a decrease in areas such as appointment satisfaction, telephone access and warmth of greeting.</p> <p>AH- Explained this was expected. Due to covid, majority of the service has been offered over the phone. This results in a high volume of calls coming in on a daily basis which makes it difficult for all patients to get through on the lines.</p>	
3	<p>Covid-19 and wellbeing</p> <p>AH- Things are slowly returning back to normal. Most of the Government rules have now ended. However, Covid-19 is still around but you can catch and spread it.</p> <p>ZH- Covid vaccines are available for all, community must be encouraged to improve the uptake. The more people who are vaccinated, the better the overall effect on the virus.</p> <p>RU: Nearly everyone has been affected by covid personally, whether they have caught Covid-19 themselves, had a family member affected or known someone who has passed away from this. It has impacted everyone's life all over the world. It is highly important to keep pushing the Covid vaccines.</p> <p>WS- Highlighted that it is difficult to convince some people due to the misinformation going around on social media.</p> <p>AH- NHS and government website provide the most up-to-date information and guidance for the vaccines. On social media it is mainly opinions, majority of which are from uneducated backgrounds.</p> <p>ZH- The vaccine will not stop you from catching Covid-19. However, it will significantly reduce the severity of the symptoms and will keep you out of hospital.</p>	

	<p>AH- Explained the importance and advised to visit the Covid walk in clinics or call 119 to arrange an appointment.</p> <p>Thanked everyone for attending and concluded meeting.</p>	
	Next PPG meeting in 3 months	