

Patient Participation Group Meeting Minutes
23rd Meeting

Saturday 15th January 2022

Present:

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

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

Apologises: SC, MI

	Items	Actions
1	<p><u>Welcome and Introduction</u></p> <p>AH- Welcomed and thanked everyone for attending the telephone PPG conference call. A face to face meeting was proposed, however members would like the meeting to be conducted over the phone for today.</p>	<p>Continue to encourage patients to attend PPG meetings.</p>
2	<p>Practice Updates</p> <p>ZH-One of our female GP's will be increasing her sessions from next week, so she will have more availability.</p> <p>FK- This is great news as at times, the usual lady GP gets booked quickly and many female patients are not comfortable to speak with male GP's about certain issues.</p> <p>TF- We always offer a choice of clinicians when the patient calls to arrange an appointment and try our best to book with the clinical that the patient is most comfortable with. However, there are times when that certain GP is not working on a particular day or they have already been booked. In that case, we will offer the other available clinicians.</p>	

	<p>AH- We also have a new practice pharmacist who has joined. He will be able to help patients with medication queries and conduct your medication reviews.</p> <p>RU- Will the pharmacist be able to prescribe items such as creams or something for hair issues.</p> <p>AH- The pharmacist is a non-prescriber but can speak to a GP to get an item issued if needed. Please note that due to the over the counter policy, we are unable to prescribe items that can be purchased from the pharmacy unless it is for an ongoing problems and will be at the GP's discretion.</p> <p>ZH- Informed that National GP Patient survey has been sent out for this year. We will be conducting our own internal surveys in February. If any members can attend to help and assist patients we would be grateful.</p> <p>PF + FK – Agreed to attend in March.</p>	
3	<p>Health and wellbeing</p> <p>AH- As we have entered the new year, it is important to set targets to improve our health. Whether it is going for walks or swapping to healthier alternatives in meals. It is important to implement small changes that will have a positive impact over time.</p> <p>FK- Informed that she has been trying this and found an improvement in her diabetes and wellbeing overall. Feels better in herself and finds it easier to be active.</p> <p>PF- Many people have been feasting over the festive period and are now struggling with cutting down on their food and alcohol intake. It becomes difficult after it has become a habit.</p> <p>AH- Everyone has to start slowly. The mistake most people make is by throwing themselves into the deep end by restricting calories to the point it becomes unhealthy and crash dieting. These methods do not and will not work for the long run.</p> <p>RU- The community needs to be educated and should prevent getting themselves into an unhealthy state.</p>	

	<p>AH- People need to understand that even if you feel healthy and do not physically look overweight, consuming unhealthy foods and alcohol affects your internal organs and can lead to liver failure and heart attacks.</p> <p>PPG member agreed.</p> <p>ZH- Concluded the meeting and members agreed for the next meeting to be face to face. Meeting to be arranged in March.</p>	
	Next PPG meeting in March	