

Patient Participation Group Meeting Minutes

Saturday 6th January 2024

Present:

Practice representatives: Dr Hussain (AH), Zoubia Hashmi (ZH), Taiba Farooq- Reception Manager & PPG Secretary, Hema Chandrasekar – senior administrator, Heidi Ramirez – Practice Nurse

Patient representatives: WM, HM, ST, MU

Apologises: ZI, FK, RM, MI

	Items	Actions
1	<p>Welcome and Introduction</p> <p>ZH- Welcomed and thanked everyone for attending the PPG meeting. These meetings give practice staff and patients the opportunity to share decision making and keep each other informed of important updates.</p> <p>Only 4 patients attended. We need to encourage more patients from all backgrounds and all ages to join the patient participation group PPG.</p> <p>We advertised the PPG over the phone and placed posters and leaflets in reception area.</p> <p>ST- Suggested to send a text message to all patients for the next meeting</p>	
2	<p>NHS Services</p> <p>AH- Explained that there a currently long waiting times for referrals. Hospitals have a backlog from Covid times and further delays due to strikes from Junior Doctors etc. GP's try their best but can only do what is in their limits.</p> <p>ST- Expressed her concerns for the delays. Stated that there always seems to be a reason for the shortcomings of the NHS service.</p> <p>ZH- Stated that to change the system, patients will need to take part. Advised for patients to come together and write to NHS England with their concerns and suggestions for improvements.</p> <p>AH- Noted that there are also shortcomings outside the NHS. Majority of our patients are having issues with suitable housing and accomodation. They are finding it difficult to find support for these issues as there a very limited number of council houses available.</p>	

	<p>TF- Informed of Cranstoun Housing support. A representative attends the surgery every Thursday to see patients. Their aim is to help residents at risk of homelessness, assisting them with housing and social-related issues.</p> <p>MU- Stated he did receive a text about this service but didn't fully understand what it was for.</p> <p>HC- Explained there is a link to Cranstouns page for more information.</p>	
<p>3</p>	<p>Practice Reviews</p> <p>ZH- Explained the importance for patients to leave reviews on NHS choices as we have always had a very low uptake on the National GP Survey. We also have our friends and family questionnaire that we hand to patients attending the surgery. It is crucial to get feedback from patients on what the Surgery is doing well in and what suggestions patients have for any improvements.</p> <p>WM- Stated that she finds the staff very helpful and has only positive things to say about the Practice.</p> <p>AH- Thanked WM for her comments and explained that when patients are happy with our service, they mainly express their happiness verbally and even offer to bring chocolates etc. Explained that we don't need patients to buy anything, just to leave a review on NHS choices.</p> <p>HM- Raised the point that the majority of elderly and immigrant patients have difficulties in leaving reviews online. Offered to help WM fill out a review.</p>	<p>HM to help WM with NHS Choices Review.</p>
<p>4</p>	<p>Measles</p> <p>AH- Informed patients of the measles outbreak in the midlands. Explained it is due to parents not vaccinating their children with the MMR vaccine. When not enough children are vaccinated, the disease will spread.</p> <p>HC- Notified that we are contacting all patients who have not had an MMR vaccine (regardless of age) to have it done at the surgery.</p> <p>HR- Stated some patients decline as MMR vaccine can contain gelatine. However, we also have MMR vaccines without gelatine available.</p>	

	ZH- Encouraged patients to spread awareness of the MMR outbreak and reminded that as well as having very unpleasant symptoms, measles can cause serious problems in patient's health.	
	Next PPG meeting in 3 months' time.	