

## Patient Participation Group Meeting Minutes

Saturday 30<sup>th</sup> September 2023

### Present:

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

Patient representatives: ZI, KK, WA, SR, SS, RK, RS, RU, NA, HJ, PF, SC

Apologises: RM, FK, 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>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>	
2	<p><b>Patient Survey</b></p> <p>ZH- Explained that every year, NHS sends out a random selection of patients a survey to complete. Every year our surgery receives a poor uptake response.</p> <p>AH- Advised that this is due to many reasons, the main being that majority of our patient population do not feel the need to fill this and prefer to verbally let the surgery know of their compliments and complaints. Many patients that receive this survey may not have visited the surgery in a long time.</p> <p>WA- Informed that he has never received one but will fill it out if he receives one any time in the future.</p> <p>HJ- Advised the same of not receiving a survey.</p> <p>TF- Encouraged patients to leave reviews on the NHS Choices website.</p>	
3	<p><b>Frequent Attenders</b></p>	

	<p>KK- Expressed opinion that there are too many patients registered at our surgery and that makes it difficult to make an appointment.</p> <p>ZH- Explained that we are contracted to offer 72 appointments per 1000 patients on a weekly basis. Pearl Medical Centre Offers 10% more than that.</p> <p>Many patients book appointments and then do not attend (DNA), which results in a massive waste of clinician time, as well as being unfair to patients.</p> <p>AH- Welcomed suggestions on how to reduce the DNA rate.</p>	
<p><b>4</b></p>	<p><b>Zero Tolerance</b></p> <p>AH- Informed that we have seen an increase in verbal abuse towards staff members. Reminded that it is unacceptable and we can remove patients under our Zero Tolerance Policy if they are threatening towards any staff member.</p> <p>ZI- Explained that it can be frustrating for patients trying to get through to the surgery.</p> <p>ZH- Empathised with this issue and explained a majority of the UK population faces this problem. Informed there are alternative NHS services such as 111 and pressure relief clinics that we can book patients into and that we always keep our patients details in case of a cancellation.</p>	
	<p><b>Next PPG meeting in 3 months' time.</b></p>	