

**THE PATIENT PARTICIPATION GROUP**  
**MINUTES OF THE VIRTUAL MEETING HELD VIA ZOOM ON**  
**MONDAY 22<sup>nd</sup> APRIL 2024**

**Attendees:**

|                |         |                 |           |
|----------------|---------|-----------------|-----------|
| Dr S Tahseen   | GP      |                 |           |
| Clare Bowling  | Patient |                 |           |
| Anne Fox       | Patient |                 |           |
| Jan Bird       | Patient |                 |           |
| Susan Osbourne | Patient |                 |           |
|                |         | Janet Goodchild | Notetaker |

**Apologies:**

Muhammed Waqar, Practice Manager sent his apologies, Martha Haruna and Clive Roberts were not in attendance.

**Minutes:**

The minutes of the last meeting, held via zoom on 22<sup>nd</sup> January 2024 were approved as a true record.

**Matters Arising:**

There were no matters arising.

**Practice Report:**

Dr Tahseen thanked everyone for attending. She said that staffing at the surgery had stabilised with few recent changes. There are two care co-ordinators who are managing blood tests and NHS Health Checks for the practice. The two Physiotherapists are seeing patients on Thursdays and Fridays each week. 70% of appointments are now face to face but we continue to offer telephone appointment for those patients who request them and find them more convenient.

Dr Tahseen expressed concern that the uptake of the Flu vaccination last year was very low and that sadly patients are now presenting with flu like symptoms. The final date that vaccinations could be given was 31<sup>st</sup> March due to medicine expiry dates, so this is no longer an option for the 23/24 season. She asked for the PPG's help in promoting the vaccine process for 24/25 which will start in September and is vital for keeping the community safe.

Dr Azhar has undergone refresher training and is going to restart her Minor Operations Clinics at the surgery, which were interrupted due to Covid restrictions. She will see patients first and then book or refer as most appropriate. Dr Azhar has also completed Associate Trainer courses and with Dr Tahseen as a Registrar Trainer this will open more opportunities for medical training within the practice and the potential access to more staff and make more supervised appointments available for patients.

Dr Tahseen said that she had received some good feedback regarding service at the surgery and about reception. She has asked the patients to post this online. Jan and Clare were also able to report incidences of good responses by reception. However, Sue was sad to advise that she had been made aware of an issue regarding feedback on results. A patient with a urine infection was not advised that the sample submitted was insufficient for testing, and this only came to light when the

patient contacted the surgery a week afterwards to ascertain the result. Dr Tahseen explained that as antibiotics had been prescribed in this case it would not be sensible to submit another sample unless the patient contacted the surgery to say that the antibiotics had failed to work. She did say that reception staff would be given more training on how to explain this properly.

### **Patient Input:**

Clare asked if the Physiotherapists are able to refer patients directly to the MSK service at Wigmore. Dr Tahseen explained that the Physios would get one of the GP's to do the actual referral if they deem it to be appropriate, through the internal system. Clare pointed out that the MSK website is not very informative and Dr Tahseen said that she would feed this back to the appropriate agency.

Clare also asked about the Health and Wellbeing service, Dr Tahseen explained that this does include advice about diet and exercise and additional support when appropriate. Patients can be referred to this service, particularly those who have a higher than normal BMI. (Body Mass Index).

Anne asked if the Doctors listed on the practice website are full time. Dr Tahseen said that they are all permanent but generally offer part-time hours. Anne asked if the website could be updated to show which regular days all the Doctors work which would make it easier to book follow up appointments with the preferred GP. Dr Tahseen said that this was a very good suggestion and she would ask Muhammed to facilitate this.

However, discussions regarding pre-bookable appointments are still on going as it is a real concern regarding "No Shows" she said that SIX patients had failed to attend pre-booked Nurse appointments that day alone despite text message reminders being sent out on Friday, Sunday and again on Monday morning. This is a complete waste of resources. Other patients have been cancelling appointments at the last minute which again makes it too late to book anyone else into the slot.

Everyone felt that this was appalling behaviour and that perennial offenders need to be dealt with somehow – sadly there is little that the surgery can actually do, but further discussions will prevail.

Clare asked if in reference to test results, one can assume that "No News is Good News", Dr Tahseen said that generally that this is the case but patients should still contact the surgery if they have any concerns or ongoing symptoms that have not settled. Although some patients are able to use the NHS app to access information and results, no everyone is signed up for this.

Whilst some situations are very frustrating, Dr Tahseen said that GP's would not practice if they did not love it. She herself has been in general practice for 22 years and just one patient saying thank you makes it all seem worthwhile.

Sue stated that although PALS at the hospital had tried to help in the case of a missing hospital result, it eventually became clear that the test concerned had been lost and had to be repeated at a much later date. Although in this case they were not able to resolve the issue, it is certainly a good idea for patients to contact them with any problems with hospital administration.

Sue asked if there had been an increase in the number of patients asking to be registered at the surgery, Dr Tahseen said that she did not have this information to hand but would ask Muhammed to report on this next time. She did say that forms are received every day, but people also move away so the numbers can be quite fluid.

**Any Other Business:**

Members were happy to continue to meet via zoom, however it was suggested that perhaps a notice could be put up in the surgery asking if other patients might be interested in joining the group before the next meeting.

**Date of Next Meeting:**

Monday 15<sup>th</sup> July 2024 @ 5.30pm for the next virtual gathering via the same zoom link.

Dr Tahseen thanked everyone for taking the time and trouble to attend this meeting and the session closed at 6.00pm.