

**THE PATIENT PARTICIPATION GROUP**  
**MINUTES OF THE VIRTUAL MEETING HELD VIA ZOOM ON**  
**MONDAY 11<sup>th</sup> APRIL 2022**

**Attendees:**

Dr S Tahseen	GP	Sue Osborne	Patient
Aneesa Farooq	Assistant Practice Manager	Martha Haruna	Patient
Jan Bird	Patient	Clive Roberts	Patient
Cathy Smith	Patient		
Anne Fox	Patient	Janet Goodchild	Notetaker

**Non-Attendees:** Clare Bowling

**Introduction:**

Janet welcomed everyone to the meeting and thanked them for attending.

**Minutes:**

The minutes of the last meeting, held via zoom on 11<sup>th</sup> January 2022 were approved as a true record.

**Practice Report:**

Dr Tahseen gave the practice report saying:-

It has been very difficult at the surgery since the end of January this year due to the spread of covid infections with both clinical and administrative off sick, this is despite the vaccinations and sensible precautions being taken. Those staff who have been at work have tried their hardest to keep things working as smoothly as possible. Unfortunately, the local PCN has been unable to help with extra staff at pinch points as everyone has been hit by this expansion in the number of infections and lack of available clinicians in the area. Dr Tahseen hopes that the situation will ease soon but reiterated that the surgery is under extreme pressure.

On a joyous note, Aneesa has married, and everyone congratulated her.

Our registrar GP Marina has finished her training and is now fully qualified. We are expecting a new registrar GP to begin at the surgery in July.

Recruitment is ongoing for a Physician Associate and Clinical Pharmacist. Our recently recruited Graduate GP Dr Z Suleman has unfortunately gone off sick.

Sabba our HCA is now on maternity leave and we have successfully recruited a new HCA Dhara for 4 days per week alongside an Advanced Nurse Practitioner Audrey for 5 days per week. Our Physician Associate Liliosa is doing 1 day per week as is Harpreet the Clinical Pharmacist.

### **Patient Input:**

As we were online everyone was asked in turn for any points that they wished to raise so that everyone could hear each other.

Clive wanted to commend the recent service given by both reception and the phlebotomist and the way the surgery had made the experience pleasant, and Jan agreed that she also thought this was generally the case.

Cathy however had a very different opinion and gave details of a case. The patient was advised that a blood test was needed and told that there were no appointments available, but the form could be collected, when the patient went to collect it approx. a week later it was not readily available, and the patient had a 15-minute wait in the cold for it to be printed. An email was sent to complain but although the automatic acknowledgement was received there was no follow up reply. The patient received a text to contact the surgery to discuss the blood test results but on calling was told that a prescription had been issued. Eventually following a reaction to the medication contact was made with Medici (extended hours service). There were further difficulties for this patient following an appointment for post-covid tests at Woodland Avenue and the request for a scan & the results and the inability to get a follow up appointment at the surgery whether in person or even over the phone. The patient was most upset by the way they were spoken to on each occasion by the reception staff. Dr Tahseen said that she could not comment at this meeting but took the details of the patient and said that she would look into this case in detail and see where and when and why the problems occurred, she would liaise directly with the patient and provide staff training where necessary.

A question was then asked about prescriptions being held at the surgery rather than being sent direct to the chemists for collection. Dr Tahseen said that she could not fully explain why as sometimes this was due to the nature of the medication and sometimes a system failure. She said that she would speak to the prescription clerk and confirmed that patients should be advised if the prescription has not gone where expected for whatever reason.

Sue then remarked on the problems being caused by the revised parking restrictions imposed at the Jansel House Car Park. Parking tickets for £60.00 are now being issued to anyone who leaves the site and goes anywhere other than those particular shops there. Unfortunately, it is private land and Luton Borough Council would be unable to make representation to the owners. It is terribly sad that the owners have introduced this new regime and it is causing more problems in the local area and making Ashcroft Road in particular dangerous for all users. Janet agreed to see if there are any contact details on the notice board to who we could make representation however it would be no good contacting the car park company it is down to the landowners.

Anne asked if only Medication Reviews are being booked in advance. Dr Tahseen confirmed that this is the case and that all other appointments are on the day only. Aneesa said that once the pre-bookable slots were full, on Tuesdays, Wednesdays & Fridays further same day Medication Review appointments are released.

Confirmation was requested of when telephone requests can be made for repeat prescriptions. Dr Tahseen confirmed that currently calls could be made between 10am and 11am. She said that this service would soon be discontinued in order to prevent mistakes from being made. The alternative methods of ordering Online, by email, through the NHS App or by written request through the post or door would still be available.

Cathy asked how many staff are answering the phones; and was advised that there are 3. Dr Tahseen said that the surgery is struggling to deal with the numbers of callers at the moment due to the nature and length of some of the patient queries alongside the staff shortages.

Martha asked when the online appointment booking system would be re-instated as this would obviously help to relieve the situation on the phones. Dr Tahseen said that it was suspended due to inappropriate booking of appointments and the ensuing problems, but she would put it on the surgery agenda for review.

**Any Other Business:**

There were no further points raised.

**Date of Next Meeting:**

Monday 11<sup>th</sup> July 2022 @ 5.30pm for the next virtual gathering.

Dr Tahseen thanked everyone for taking the time and trouble to attend this meeting and the session closed at 6.08pm.

**Addendum:** The notices in The Jansel House Car Park are quite clear in that they do say “ Parking is permitted for the patrons of Jansel House shops only whilst on the premises at all times.” Unfortunately, they do not give the name of the property owner, only the contact details for the parking company. Doing an online search showed several companies offering rentals on properties within the building but no details regarding the ownership. Regretfully I am unable to write to anyone on behalf of the Group at this time regarding the parking situation. Janet.