

THE PATIENT PARTICIPATION GROUP
MINUTES OF THE MEETING AT THE SURGERY
MONDAY 28TH APRIL 2025

Attendees:

Dr S Tahseen (ST)	GP
Muhammed Waqar (MW)	Practice Manager
Tehniyat Zahra	Medical Secretary (taking notes)
Clare Bowling	Patient
Clive Roberts	Patient
Sue Osbourne	Patient
Jan Bird	Patient
Anne Fox	Patient
Rozeena Shaheen	Patient
Brian Behrens	Patient
Phil Turner	Healthwatch Luton
Pat Lattimer	Healthwatch Luton

1. Welcome by Muhammad

Introductions were done. MW welcomed the new member of PPG group.

2. Apologies - Apologies were received from Ibrar Ali.

3. Approval of previous minutes – Minutes of the meeting held on 3rd February were agreed as a true record.

4. Health watch – Phil Turner, Healthwatch Luton Chair and Pat Lattimer, Healthwatch Luton CEO attended the meeting and enlightened group about the role of Healthwatch. They explained that Healthwatch is responsible for gathering feedback locally from public and their data is used to shape the services. They sit on various boards including the BLMK ICB to provide them with regular input. They informed that they would like to:

- Encourage pt's to provide feedback through website
- Have small focus groups with patients in different Gp's, MSK service etc
- Feedback to ICB
- Make recommendations to service providers based on patient views to make improvements

- Total Triage and appointment bookings discussed with the patients group.
- Phil discussed the role of PCNs generally and specifically the role of eQuality PCN in promoting patient care in collaboration with member practices. eQuality PCNs outreach programme was commended.
- Issues around NHS funding and its impact on GP practices was discussed.
 - Funding is going down however the patient expectations are going up with time
 - Tendency for pt's to complain but not enough feedback provided by pt's on how to improve

- Health watch encourages people to provide positive feedback
- Health watch also working with children & parents within schools

5. No major issues/changes for pt's discuss

6. Total triage – in place to improve patient care

- Smooth launch of the total triage system from 10th February 2025
- Positive feedback from most patients
- More appointment capacity
- Inappropriate appointment requests for sicknotes and medication issues continue to be submitted by patients via clinical triage forms
- More structured history of illness received through templates either filled by patients online or via telephone/face to face requests
- Overall working efficiency improved
- Good work cycle in place, reception staff trying to manage call handling and there is a good workflow system in place
- Patients that are elderly and who do not have access to online services can call reception and we can fill in form on their behalf.
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- Some issues with the triage:
 - duplicate appointments/requests (wasting GP time)
 - Patients are sometimes proxies for others i.e. their children or other family members and submit multiple requests for many family members at the same time.
 - Some patients can't be contacted back via their preferred method of contact mentioned on triage forms (wasting admin time)
 - Patient submitting clinical help requests via admin forms – these forms are usually on the bottom of priority list so there is a risk of missing them that practice is struggling to mitigate
 - Some non-registered patients also putting in requests
 - Once capacity for the day has been reached triage will automatically close
 - Triage system is not yet designed to pick up duplicate requests

Questions: Member of PPG group asked, how do patients know when triage will close?

MW informed that when the patients goes online to complete triage request form message will state that the practice is fully booked along with other safety net information and advise them to call 111 or 999 for support (depending upon the severity of problem)

7. Immunisations

- Lots of DNA's seen for child imms and cervical smears
- We are still doing shingles, RSV, still ongoing.
- Flu campaign ended in March overall uptake has been slow leading to some wastage of vaccines and practice will be bearing the costs of wastage.

8. CQC inspection update

- Report was published in March 2025
- Need improvement in 3/5 areas – action plan in place to improve
- Other local practices in Luton since our inspection have received quite similar results (i.e. needing improvement in many areas)
- Need to encourage happy patients to come forward and provide feedback as generally this is done by unhappy patients both nationally and locally.
- Word of mouth between patients plays a significant role in shaping general feedback within a close-knit local community
- Friend + family test in place to provide feedback on the type of service patients received

9. Complaints

April 2024 – March 2025 – Dr ST provided a summary of last financial year's complaint review.

- 16 complaints (including both written and verbal), have been addressed and dealt with by PM/GP partners during above period.
- Prescription issues raised by patients – generally about the change in meds by hospital. Practice realises that those changes sometimes take time due to the delay in correspondence
- Referrals – currently long waiting lists for hospital departments and patients steam off at practice staff
- GP sickness – sometimes patients complain due to last minute clinical changes and patients being moved from a GP clinic to ANP (this always done under the supervision of a GP and giving due consideration to ANP's skill set and competence, the issue is usually with patient's preference)
- Action plan in place to deal with issues raised in complaints
- Would be useful to encourage patients carer to be involved properly in their care to reduce complaints
- Better communication with patients is an area which has always a room for improvement

Dr. Shazia Tahseen noted that CQC feedback highlighted the importance of discussing complaints with the PPG group members. She emphasised that this has been addressed in previous meetings and reaffirmed the practice's commitment to continuing this approach

10. Incidents

- A child with LD locked himself in bathroom few weeks ago, mum admitted that she has left the child unattended due to child's insistence. We had to contact fire service however, the lock screws were loose and we were able to get the child out safely within 5-10mins. Since then, lock of toilet has been upgraded.

11. Patient Feedback

- Difficulty to book physio appts recently – MW explained that the old physiotherapist has gone on maternity leave and new physio is in post without any disruption to weekly clinics however, the bookings were halted while the replacement was being sought by the PCN.
- Phlebotomy - not sufficient appointments available – Dr ST explained that the demand for blood test is huge and we can offer a limited number of

appointments due to estates restrictions. She added that all patients are given information on alternative venues such as blood clinics available at the vestry close or Arndale centre in the Mall.

- **Prescription issues** – A patient reported difficulties in receiving repeat medications due to a lack of synchronisation of their prescriptions. MW will investigate the issue and provide an update to the patient. He explained that while medication synchronisation is typically carried out during annual and opportunistic reviews, maintaining complete synchronisation throughout the year can be challenging due to dose adjustments and the addition of new medications. He also advised that the most efficient method for requesting repeat prescriptions is via the online system, which allows patients to submit requests quickly and easily with just a few clicks when medications are due.

12. Any Other Business – The new PPG group member, Brian Behrens spoke about his experience working in customer support roles at the St Pancras Station. He expressed his deep appreciation for the resilience of front-line General Practice staff, acknowledging their dedication in managing patient queries with patience and professionalism despite working in a challenging environment. This sentiment was unanimously supported by the group.

13. Next Meeting – 18/08/25