

THE PATIENT PARTICIPATION GROUP
MINUTES OF THE MEETING AT THE SURGERY
MONDAY 08th DECEMBER 2025

Attendees:

Dr S Tahseen (ST)	GP
Muhammed Waqar (MW)	Practice Manager
Tehniyat Zahra	Medical Secretary (taking notes)
Brian Behrens	Patient
Clive Roberts	Patient
Sue Osborne	Patient

1. Welcome

Muhammad welcomed all attendees to the meeting.

2. Apologies for Absence

Apologies were received from:

- Jan Bird
- Anne Fox

3. Update Since Last Meeting

No major issues were reported since the previous meeting.

4. Introductions and Practice Updates

- No concerns were raised regarding the previous meeting minutes.
- The Total Triage system is functioning well, with positive feedback received from patients. Minor backend tweaks have been done to the sysmtmconnect application to make the system more user friendly for staff. The patient facing options remain the same.
- Although some patients were initially hesitant to use Total Triage, they now find the system easy to use. Patients are also able to contact reception for support if needed, and they have helped hundreds of patients in past month. Telephone call volumes have reduced as compared to the time before introduction of total triage.

- While the number of incoming calls has decreased, the duration of calls has increased, as staff spend more time supporting patients with triage bookings.
- An additional clinician has been added to support triage and is working longer hours to provide cover throughout the day.

5. Patient Feedback and Questions

- Patient 1: Asked whether the surgery can monitor dropped or missed calls.
 - *Response (Practice Manager):* Surgery Connect provides detailed call data, including missed calls. This system is more user-friendly than the previous telephone system and allows amending telephone line options and audio messages and in-depth reporting of various kinds.
- Patient 2: Reported that waiting times for reception calls have reduced significantly and that the ring-back service is a significant improvement too.
- Patient 3: Feedback from the Friends and Family indicates that Total Triage is working well and patients are able to access appointments more quickly.
- Patients feel they are being supported more effectively, with additional staff employed to assist with triage.
- Positive feedback was shared regarding the male receptionist, Mohammed, who is described as friendly and helpful, with patients expressing satisfaction with the service he provides.

6. Flu and other Vaccination Campaigns

- Initial flu vaccinations (in the month of September 2025) were prioritised for children aged 2–3 years, pregnant women, and immunocompromised patients.
- From October 2025, all remaining cohorts were invited as per NHS guidelines, and various clinics were successfully delivered.
- The Saturday clinic on 4th October 2025 was held for all eligible cohorts and practice vaccinated over 400 patients. The second Saturday clinic on 11th October 2025 was quieter but still successful. A variety of days and times during the day were offered to patients in addition to the routine nurse clinics for assisting patient who wish to receive the flu vaccination.

- The surgery is reducing the number of flu vaccines ordered for the next year, as the availability of those vaccinations for NHS patients at pharmacies is attracting some patients and this measure has been taken by analysing vaccination trends for last 2 years to reduce the wastage and it has cost implications for the Practice.
- COVID-19 vaccinations are now delivered via pharmacies only.
- Many patients prefer receiving flu and COVID-19 vaccines together; however, eligibility criteria for COVID-19 vaccination has changed since the pandemic.
- Schools are also delivering flu vaccinations.
- Dedicated flu vaccination clinics are available on Tuesdays and Fridays for patients unable to attend Saturday clinics.
- Eligible patients have been invited for the RSV vaccine.
- Flu and RSV vaccines cannot be administered at the same time hence where patients were eligible for both, flu invitations have been sent before.
- Pneumonia and shingles vaccinations are going well.
- Practice continues to offer child vaccinations on every possible opportunity uptake in some ethnic group is low but it is in line with national data.

7. New Employee Updates

- A male receptionist has joined the practice full time.
- New GP, Dr Mehvish Khan, will be joining the practice from 10/12/25.
- PCN HCA, Mandana is working on Thursdays and Fridays.
- Now at least one HCA is available each day.
- Dr S. Iqbal is currently working 4 days a week and has received consistently positive feedback for his calm manner and patient-centred approach.

8. CQC Update

- The CQC report was submitted on 01/08/25, and no feedback has been received to date, which suggests there are no immediate concerns.
- We are closely working the BLMK ICB and they are satisfied with the submission.

- All previously identified issues have been addressed.
- Few other BLMK ICB practices have received similar outcomes recently.

9. NHS Utilisation and Modernisation Fund

- Work is anticipated to begin around March 2026.
- Plans include dividing the reception area to create an additional clinical room, while maintaining a smaller reception space.
- This will allow for more clinicians and increased appointment availability.
- Proposed changes to the second floor have been discussed but are not yet confirmed.
- Significant paperwork was required for grant and funding approval, and the Practice Manager (Muhammad) was acknowledged by all attendees for his work in completing this process.

10. Additional Points

- In response to a patient enquiry, Muhammad confirmed that patients can request to see the same clinician by submitting a triage request and specifying this in the notes.
- Follow-up appointments are usually booked with the same clinician for continuity of care, unless the clinician is on leave or unavailable.
- It was brought to practice attention that one of patients has received a call from Pharmacist using Burnley number – This has been investigated since then, one of the pharmacist working remotely had temporary softphone access issues and he continued with the clinic rather than cancelling clinic.
- Required two weeks prior to medication reviews. Appointments can be booked at the surgery or at Arndale House / Vestry Close.
- Issues around high blood pressure readings were discussed by Dr Tahseen:
 - One reading is sufficient if blood pressure is stable.
 - If a patient is symptomatic or readings are unstable, further investigation is required, including a 7-day BP diary.
 - The updated BP diary includes clear instructions on correct measurement technique. Patients acknowledged the usefulness of BP diary instructions.

- **NHS App and prescriptions:**

- If patients experience issues ordering prescriptions via the NHS App, they should contact the prescription clerk, who can liaise with the GP if required.
- A concern was raised by a patient regarding a delay of a controlled drug prescription. Dr Tahseen explained that prescription clerks are discouraged to issue those meds and the controlled drugs are only issued closer to the request date to prevent overuse which are most common causes of delay or not meeting patient expectations. The case has been reviewed by Dr Tahseen and Practice Manager and has been discussed with the Prescription clerk.
- One of the patients reported concerns following hospital treatment that worsened his condition and long NHS waiting times. He informed group that he has already contacted the hospital complaints department and the GMC. The hospital executive has requested a meeting with him to discuss the matter further and will keep the group updated on the outcomes.

11. Date of Next Meeting

30 March 2026 at 6:00 pm