***Dr S ZAIDI & Associates***

***Grange Medical Centre & Oak Lane Surgery***

***MINUTES OF MEETING Tuesday 25.02.2020***

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| **In Attendance** (Date:)  ***Tuesday 25.02.2020 11.45am*** |
| Dr S.Zaidi, Dr Mona Nasir, Mrs Ravinder Khan, Mrs Shamraz Akhtar, Mrs Nasreen Shah,Hasina Pandor, Mr Abdul Ismail  **Apologies**: Mr Afsar, Ms Saeed, Mrs Akhtar, Mrs Safina Tai, Mr Zaheer Khan,  Ms Ethna Killduff, Rubina Burhan, Mr Yusuf Pandor, Mr Mohanbhai, Mr Ghelabhai  **Chairperson:**  Mrs Nasreen Shah, Deputy chair Ethna Kilduff |

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| **I**  **tem** |  | **Action** |
|  | **A G E N D A**   1. **Review last meetings minutes/ New members** 2. **Access and Demand Report** 3. **National Survey** 4. **CoronoVirus** 5. **111 Services to book urgent appointments** 6. **Any topics for the Newsletter** 7. **A.O.B** |  |
| **1** | **Review last meetings minutes**:  Shown to the members attending the meeting and emailed to PPG members via email. Chairperson leading the meeting.   * Nasreen stated that reception staff should inform patients if the appointment is with a GP or ANP. Dr Zaidi mentioned clinicians are well trained. * Mr Ismail said young members may attend if meetings are held in the evening. | **Will inform staff to inform patients.**  **Practice will try to accommodate meetings in the evening.** |
| **2** | * Ravinder will send a link for the PCN 6 website. * E-consultations a good way to put message through for GP for urgent problems * Permits issued for unauthorised parking. Dr Zaidi said improvements have been made as no unauthorised parking at the moment. | **Ravinder to action**  **Keep promoting E-consultations**  **Staff to keep advising patients to input there car registration in the screen provided.** |
| **3. National Survey**  The national Surveys have gone out this year. Surgery has tried promoting it to the patients to fill the surveys in and send them back to the surgery. Actively promoting this to the patients and carers.  **4. CoronoVirus**  Patients not to book a GP appointment, attend Grange Medical Centre/Oaklane surgery if you have symptoms of coughing or fever or shortness of breath. Or if you have been to an area with risk of the new coronavirus and have become unwell within 2 weeks of returning, or you’ve been in contact with someone with a confirmed case of coronavirus.  **5. 111 Services to book urgent appointments**  111 services will be able to book patients who need to be seen by a GP on the day.  **6. Newsletter**   * Make services available noticed * To advise patients A&E is only for Emergencies * Promote screening and Immunisations * Ethna wanted SA to check if it could be posted on the Newsletter that the nasal flu is Halal. Dr said it couldn’t be categorised as Halal as it is denatured but there maybe some elements of pork still in the vaccine.   There is also information on the NHS website about the vaccines if the parents or members wish to get more information.  https://www.nhs.uk › conditions › vaccinations › flu-influenza-vaccine  **A.O.B:**   * Members to promote immunisations and screenings to their family and friends * To update website regularly   **Next meeting:** TBC | | **Staff and members will help fill the surveys if patients need help.**  **PPG members have said they would help patients fill in National survey forms.**  **PPG members to inform patients, family members and friends.**  **Update Newsletter**  **Promote immunisations** |