***Dr S ZAIDI & Associates***

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

***MINUTES OF MEETING Tuesday 07.09.2022***

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| **In Attendance** (Date:)  ***Wednesday 07.09.2022 16.00*** |
| Dr Mona Nasir, Mrs Ravinder Khan, Mrs Shamraz Akhtar, Hasina Pandor, Rubina Burhan and telephone meeting with Mr Junaid Ismail and Mr Abdul Ismail  **Apologies**: Mrs Safina Tai, Mr Zaheer Khan, Ms Ethna Killduff, Mr Ghelabhai, Mr Afsar,  **Chairperson:**  Mrs Nasreen Shah, Deputy chair Ethna Kilduff |

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| **I**  **tem** |  | **Action** |
|  | **A G E N D A**   1. **CQC Visits** 2. **Coronavirus** 3. **GP Satisfaction survey** 4. **Any topics for the Newsletter** 5. **A.O.B** |  |
| **1** | Discussed the forthcoming visit on the 23rd September. To discuss any feedback and suggestions. Hasina  mentioned that the GPS and locum, ACP,ANP and PAs are really good and helpful.  RK asked if any PPG member volunteers to attend Grange Medical Centre on 23/09/2022 at 8.45AM.  Practice will be publishing a link provided by CQC to send their feedback online.  Rubina mentioned that the timing situation can be difficult when calling as sometimes patients miss a window, e.g prescription timing, message timing. RK said that staff do consider emergencies or vulnerable patients and ask the GPs if there is an urgent request and also gave option of e consult.  Dr Nasir mentioned E-consultations a good way to put message through for GP for non-urgent problems  Rubina also mentioned that the staff should consider person’s situation and the tone of voice should be good and considerate.  Rubina also wanted the complaint procedure to be looked as not very clear.  Rubina said she has issues with repeat prescriptions as she is not always able to ring during prescription timings. RK gave her an option for online request or to order through their assigned pharmacy. | Mrs Hasina Pandor and Mr Abdul Ismail confirmed they will attend attend.  Practice to publish link on website  E-Consults  To update staff and some training to educate staff re customer service.  Ravinder to look at the complaint’s procedure online. |
| **2**  **3**  **4** | **Coronavirus**  Coronavirus: the practice ran pop clinics and administered quite a lot of vaccines between January 2021 to March 2022 and also booked patients to go to PCN hub  Now patients can get a 4th vaccine and it will be the Moderna vaccine.  Rubina queried regarding LFT tests. Advised they can be brought from the pharmacy.  GP Survey: they were posted in January 2022 to patients. Only 16% patients responded to survey which practice feels is not the true reflection of practice.  Practice is planning to send survey to 10 % of the population who are over the age of 18. Practice plans to send 100 questionnaires with self address envelope to 100 addresses. Practice will be keeping questionnaires in the waiting area and on reception. Patients who have language difficulties practice will seek the help from PPG members and voluntary sectors. patient surveys to patients to aleast 300 - 350 patients. It will give the practice a good idea about patient feedback. Patients can always send their questionnairs using website or using NHS App  **Newsletter**  Shamraz will be creating a practice Newsletter for Autumn/winter 2022/23, wanting to ask PPG members if they have any suggestions.  Ravinder mentioned to add flu and Covid vaccine and protect yourself in this winter season  Promote screening and Immunisations. Screening update with contact numbers.  Also asked Rubina Burhan to send any details about events or any voluntary sessions they offer for mental health and advisory service.  **A.O.B:**   * Members to promote immunisations and screenings to their family, friends and in the community | Covid and flu vaccines to be done together awaiting confirmation from PCN 6  To send feedback forms  Create newsletter in 2 weeks  Rubina to send information |