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| PPG Meeting | 06.11/20231 pmFace-to-face |

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| Meeting called by: | Noorin Akhtar | Minute Taker: | Abdul Qadir |

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| Attendees: | Dr Aslam  Abdul Qadir  Christopher Vaughan  Julia Brown  Michael Bailey  Maverney Kettle  Noorin Akhtar  Tahir Parvaz  Wendy Richards |
| Apologies: | Appiah-Badu Love  Mohan Ramcharan  Robert Seargent  Zahid Mahmood |
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# Minutes

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| Agenda item: | 1.0 Welcome and House keeping | Presenter: | Chris |

#### Discussion:

* 1. Chris welcomed and thanked everyone for coming.

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| Agenda item: | 2.0 Practice Update | Presenter: | Dr Aslam |

#### Discussion:

2.1 Dr Aslam said there is an influx of new working aged people moving into the area who need to be encouraged to join the surgery and be accommodated. Therefore, the surgery will be putting majority focus into this age group going forward. The aim is to increase the surgeries registration to 10 – 12 thousand in the next two years.

2.2 Maverney enquired about elderly housebound patients who need home visits and have issues with access because they are not tech savvy and get left out sometimes.

Dr Aslam said the surgery provides home visits to housebound patients as and when required and is pro-active in making contact for health reviews to monitor chronic issues and is especially pro-active in meeting their needs during the winter times.

Dr Aslam further stated that Broadway outperforms nationally in doing reviews of chronic health conditions that are aimed to prevent the development of health complications or early death.

Julai says people might not think reviews are a priority. Dr Aslam explained people need to be educated about what reviews accomplish to change the mentality.

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| Agenda item: | 3.0 ICS joined-up service approach | Presenter: | Chris & Everyone |

#### Discussion:

2.1 Chris would like community involvement in the ICS to provide insight. Dr Aslam directed to raise the issue with the localities.

2.2 Dr Aslam said we have a range of staff providing an excellent service and the patient feedback is mostly good.

The community services have made less progress in comparison. The people present a challenge, so community resources are needed to meet the demand.

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| Agenda item: | 4.0 patient survey | Presenter: | Chris & Everyone |

**Discussion:**

4.1 Julia said statistics showed the completion rate of the patient survey was only 12% so we cannot determine the views of the majority.

Dr Aslam said that the completion rate is difficult to influence. The Patient survey completion rate is high in affluent areas but lower in poorer areas as the people are generally not happy with the service, but if people filled in the survey, the reviews will be higher.

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| Agenda item: | 4.0 AOB | Presenter: | Everyone |

#### Discussion:

4.1 Dr Aslam announced there will be a bus organised by Choice for Us in early January. This will be discussed further in the next meeting.

4.2 Dr Aslam also announced the surgery will be collaborating with the pharmacy to produce medicine compliance leaflets to educate patients when they receive a prescription.

4.3 Julia enquired about age-related checks and Dr Aslam says we offer an over 40 NHS health check and explained that 40 is a good age marker because that is usually the age when people usually develop high Blood pressure and cholesterol related issues or may be prone to develop these issues.

4.4 Taz wants to promote the walking groups with the patients. Dr Aslam said we will be playing videos in the patient-waiting area to educate people about the walking group.

Noorin mentioned a telephone comfort message is being prepared and will discuss the message in the next meeting. Also, going to make a text message to invite people to the walking group.

4.5 Mike says an incentive for patients to join the walking group would help. Dr Aslam suggested a food pack for Christmas, and everyone agreed. Mike was tasked to organize and contact patients for food packs.

4.6 Mike announced there will be a menopause workshop in the new year, and maybe a male and female joint workshop too.

4.7 Mavereney said that mammograms are painful and if something could be done to change the testing procedure. Dr Aslam advised giving her feedback to the trust.

| Action items | Person responsible | Deadline |
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| * Prepare a walking group promotion text message and a promotional telephone comfort message | Noorin | 9.01.2024 |
| * Prepare an incentive for patients to join the walking group using a non-profit organisation and contact patients | Mike | 18/12/2023 |

# Other Information

#### Special notes:

Please make sure you let Abdul know if you cannot attend the next meeting which will be held at 1 pm on 15/01/2024, face-to-face.

Standing agendas are the welcome message in the telephone and Customer service action plan.

If you would like anything added to the agenda, please let Chris know before the next meeting.

Any further questions or problems regarding the meetings, please let Chris know as soon as possible. Please always bring feedback to the meetings. This ensures that both staff and the patients are kept safe.