

## PPG MEETING – MINUTES

|                       |   |              |          |
|-----------------------|---|--------------|----------|
| <b>Meeting Title:</b> | <b>Patient Participation Group Meeting</b>      |              |          |
| <b>Date:</b>          | Tuesday 19 August 2025                          | <b>Time:</b> | 12.30 pm |
| <b>Location:</b>      | Dr Mahbub's Surgery, Brace Street Health Centre |              |          |

|                   |  |
|-------------------|--|
| <b>Chair:</b>     | Mrs Benara Rahman (BR)   |
| <b>Secretary:</b> | Mrs Momotaz Begum (MB)   |
| <b>Present:</b>   | Mrs Benara Rahman (BR)<br>Mrs Momotaz Begum (MB)<br>Naresh Hargun (NH)<br>Harminder Midha (HM) |
| <b>Apologies:</b> | Mr Khaled Ahmed (KA)<br>Bodrul Khan (BK)<br>Mohammed Rahman (MR) – Social Prescriber           |

| Item | Description   | Action |
|------|---|--------|
| 1    | <b>Minutes of Last Meeting:</b><br>- Nothing raised.  |        |
| 2    | <b>Surgery Improvements</b><br><br><b>Staffing:</b><br>- We have advertised for a Salaried GP, one potential candidate doing locum sessions from September on Thursdays and Fridays.<br>- Margaret Perry, ANP retiring – potential replacement, Joyce Dallah coming and doing some trial sessions to see if she is suitable for our surgery.<br><br><b>PCN/ARRS Staff:</b><br>- New PCN Paramedic: Fabian Batchelor – will be doing clinics on Monday PM session from September – he is a prescriber. PCN Paramedic rota changed, we now have Fabian and Abu.<br>- PCN Pharmacist rota changed – we have lost 2 sessions. Abu will be doing clinics on Thursday PM and Friday AM. |        |
| 3    | <b>Appointments</b><br>- Better managed via Patient Triage.<br>- Appointment triaged by clinician according to medical need.<br>- Better structure and audit trail.   |        |
| 4    | <b>Telephones</b><br>- 8 am rush addressed by Patient Triage, but phone lines still busy throughout the day.<br>- Less stressful for staff and improvement in staff well being.   |        |
| 5    | <b>GP National Survey</b><br>- Overall score: 57% (last year 58%)<br>- (ICS: 68% (last year 71%),<br>- National: 74% (last year 75%)<br><br>- Look at areas for improvement, implement and repeat in-house survey at the end of the year<br>961 surveys sent out  |        |

## PPG MEETING – MINUTES

|          |   |  |
|----------|---|--|
|          | <p>145 surveys sent back<br/> 25% completion rate (last year 12%)<br/> Out of 14 questions, 4 above ICB/national result, rest will work on and do own in-house survey to see if we have Improved on these. BR to produce in-house patient survey..</p>  |  |
| <b>6</b> | <p><b>Friends and Family</b></p> <ul style="list-style-type: none"> <li>- First quarter (April-June) figures published and displayed in Practice.</li> <li>- Discussed F&amp;F results from first quarter.<br/> 69% very good<br/> 26% good<br/> 9% neither good or Poor</li> </ul>   |  |
| <b>7</b> | <p><b>PPG Members</b></p> <ul style="list-style-type: none"> <li>- We need to try and increase our PPG Group so that we have a wider patient view and participation.</li> <li>- We have recruited two new members, but unable to attend meeting today.</li> </ul>   |  |
| <b>8</b> | <p><b>Any other business</b></p> <p><b>Patient / Staff relationship</b><br/> BR explained how she has been working hard to build good relations with all patients, including those posed as 'difficult' by meeting up with them, speaking to them, building up an understanding, so that there is mutual respect.<br/> Staff also being trained on their customer care/interpersonal skills in order to be able to deal with difficult situations.<br/> This has helped to improve patient/staff relationship and staff well being.</p> |  |
| <b>9</b> | <p><b>Date and Time of Next PPG Meeting:</b></p> <p>Tuesday 18 November 2025 at 12.30pm</p>   |  |