

PPG MEETING – MINUTES

Meeting Title:	Patient Participation Group Meeting		
Date:	Thursday 2 April 2026	Time:	12.30 pm
Location:	Dr Mahbub's Surgery, Brace Street Health Centre		

Chair:	Mrs Benara Rahman (BR)
Secretary:	Mrs Momotaz Begum (MB)
Present:	Mrs Benara Rahman (BR) Mrs Momotaz Begum (MB) Mohammed Rahman (MR) – Social Prescriber Mohammed Yameen Uddin Dhali (MYUD)
Apologies:	Mr Khaled Ahmed (KA) Naresh Hargun (NH) Harminder Midha (HM)

Item	Description	Action
1	<p>Minutes of Last Meeting:</p> <ul style="list-style-type: none"> - Nothing raised. 	
2	<p>Surgery Improvements</p> <p>Staffing:</p> <ul style="list-style-type: none"> - Dr Nuzhat Latif has now left and replaced with Dr Sandhya Chitla. - Joyce Dallah, ANP will be joining us from 4 May 2026, working Wednesdays, Thursday and Fridays alongside of GP. - Nadiyah Kasem, Locum PA will be working for us from 1.4.26, on Mondays, Tuesdays and Wednesdays alongside Dr Mahbub. <p>- Pharmacy First / CPCS services: Maximise use of Minor Ailment Service offered by Pharmacies for 7 common conditions, including children, to ease pressure on GP services/appointments. Additional services available such as contraception and period Delay.</p> <p>- Telephony: New telephone system in place from 26.3.26 which meets new GP contract and ICB guidelines. - Integrated with EMIS so pt details picked up automatically. - Wall board with new telephone system, showing call data.</p> <p>- Clinical Room 4: We have acquired a room upstairs, which we are using as Another Clinical Room, which has given us extra capacity to Hold more clinics and accommodate our ARRS/PCN staff. Midwife clinics have been moved upstairs and Community Diabetic Nurse (Jody Ross) uses this room once a month to see our patients.</p>	
3	<p>Appointments</p> <ul style="list-style-type: none"> - Encourage/educate patients to use Pharmacy First and 	

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	<p>Extended Access Services for minor ailment.</p> <ul style="list-style-type: none"> - Wed PM online triage now being covered by LL EA. - NH unable to make meeting today but called and spoke to BR and gave feedback of her recent visit to the Practice. While waiting, overheard some patients complaining about having to book appointments via the online triage system, and some praising how the system was much better now. We will never please everybody! But aim to provide the best service we can and listen to patients' views. 	
4	<p>Telephones</p> <ul style="list-style-type: none"> - 8 am rush addressed by Patient Triage, but phone lines still busy throughout the day. - Less stressful for staff and improvement in staff well being. 	
5	<p>GP National Survey</p> <ul style="list-style-type: none"> - In-house survey completed for last year and results presented. 	
6	<p>Friends and Family</p> <ul style="list-style-type: none"> - Third quarter (Oct-Dec) figures published and displayed in Practice and Website. - Last quarter (Jan-March) figures analysed and presented. 	
7	<p>PPG Members</p> <ul style="list-style-type: none"> - New PPG member – Mohammed Yameen Uddin Dhali Welcome and introduction 	
8	<p>Any other business</p> <ul style="list-style-type: none"> - Disabled Parking spaces being used inappropriately. - Practice to maximise on NHS Digitalisation to improve on efficiency, ie: patients will receive messages rather than telephone calls – pts to be informed/educated on this. - NHS App – encourage patients to use more for ordering repeats, checked results, appts etc... 	
9	<p>Date and Time of Next PPG Meeting:</p> <p>TBC - July</p>	