

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

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

Item	Description	Action
1	Minutes of Last Meeting: - Nothing raised.	
2	Surgery Improvements Staffing: - Dr Pushkin Reza, locum GP covering Monday mornings, replaces Dr Farah Ayub. - Dr Azra Iqbal will be covering Thursday and Friday mornings until we appoint a Salaried GP – have interviewed and shortlisted. - Nadiyah Kasem, PA will be going on maternity leave from August. - We have appointed another PA, hopefully will start from end August. 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. - Lots of patients with hay fever at the moment! CQC - New registration has gone through. - Appointed HLTL to assist with CQC compliance. - Had mock CQC – went well, no breaches, will send report with actions/recommendations. NHS Health Checks - Email from Walsall Council congratulating on last year's Performance: National target: 75% Walsall: 82% Our Practice Performance: 94%	

	Diabetes Management - Highest number of diabetic patients in Walsall - Did well with QOF work last year in managing these patients	
3	Appointments - Encourage/educate patients to use Pharmacy First and Extended Access Services for minor ailment. - Able to offer patients GP appointment well within 2 weeks, bit longer wait if want to see Dr Mahbub only.	
4	Telephones - 8 am rush addressed by Patient Triage, but phone lines still busy throughout the day. - Busy time now around 10am. - Less stressful for staff and improvement in staff well being.	
5	GP National Survey - Results should be available end of July.	
6	Friends and Family - Q1 results to be analysed and presented for next meeting.	
7	PPG Members - Mrs Naresh Hargun – Chairman - Mr Ashok Hargun – Vice Chairman - Benara Rahman – Secretary - NH not well enough to attend meeting today, requested if meeting could be changed to another day as AH works on Thursdays, agreed to change meeting to first Wednesday of each quarter month – MR can make himself available.	
8	Any other business - 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... - Another heatwave expected – stay safe and hydrated	
9	Date and Time of Next PPG Meeting: Wednesday 7 October 2026 at 12pm	

(Minutes emailed to all PPG members on 2.7.26)