

Meeting Title:	Patient Participation Group Meeting		
Date:	Wednesday 7 October 2026	Time:	12.00pm
Location:	Dr Mahbub's Surgery, Brace Street Health Centre		

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

Item	Description	Action
1	Minutes of Last Meeting: - Nothing raised.	
2	Surgery Improvements Staffing: - Dr Mahbub and Dilara on leave for two weeks, Dr Iqbal, Dr Reza and Dr Dhall covering during their absence. - Dr Pushkin Reza, locum has now finished with us. - To be replaced by new PCN GP that we will be having every Monday afternoons – start date to be confirmed but should be November. - New Salaried GP, Dr Faisal Alamgir, will be starting from 22.10.26 working all day Thursdays and Fridays. Dr Mahbub will work remotely on these two days. - Dr Azra Iqbal will do extra session on Mondays (until PCN GP starts) and on Thursday mornings. - Aameena Azad, PA now in post and taken over Nadiyah Kasem's clinics. Has clinics alongside Dr Mahbub. - Habeebah Tasneem, Locum Care Co-Ordinator assisting PM. - Irun Naher, PCN Care Co-Ordinator has now left the PCN to pursue a new career. - New PCN Pharmacist, Aabdiur Rahman, covering Asim's clinics at the moment but should get him as an extra on a Friday. - Interface, Chase and HippoLabs assisting with recalls. - PPG members commended PM and Staff for all the hard work and improvements implemented. CQC - New registration has gone through. - Appointed HLTL to assist with CQC compliance. - Had mock CQC – went well, no breaches, working with them to	

	put in missing elements (Governance Framework). - Will be called for inspection anytime soon! - Medisure Pharmacy – Proscript Repeat Prescription Medisure has now digitalised repeat prescription ordering, saving valuable admin time and improving on efficiency and safety. Allcare also looking into this. - NHS App Patients will now receive texts message via NHS App as first choice and then SMS if not using NHS App. Batch message sent to patients with repeats meds to order via NHS App. - Website Google rating has increased from 2.9.to 3.1	
3	Appointments - Encourage/educate patients to use Pharmacy First and Extended Access Services for minor ailment. - Able to offer patients GP appointment 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 - GP National Survey result for 2026 – Overall experience: 71% (National 77%, ICB 74%) This was 58% in 2024, 57% in 2025) – so big improvement. - In-house Patient Survey to be done from Oct to Dec to improve on areas identified as below National and ICB average. - NH and HM have volunteered to come to the surgery to help with getting surveys done.	NH, HM
6	Friends and Family - Quarter 2 results presented by BR in meeting. - Results posted in Practice Waiting Room and on Website.	BR
7	PPG Members - Mrs Naresh Hargun – Chairman - Mr Ashok Hargun – Vice Chairman - Benara Rahman – Secretary Meetings moved to Wednesdays to accommodate our new Vice Chairman.	

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. - Patients will receive text messages on NHS App and then as SMS if not read on NHS App. - NHS App – encourage patients to use more for ordering repeats, checked results, appts etc... - Flu season - 1 October 2026 to 31 October 2027. Batch flu invite messages sent out to all patient groups. - Plan for Diabetes Open Day for next Spring.	BR
9	Date and Time of Next PPG Meeting: Wednesday 13 January 2027 at 12pm	

(Minutes of meeting emailed to all PPG members on 7.10.26)