



Patient Participation Group 2023

Venue: Aubrey Road Medical Centre

Date: Thursday 23rd March 2023

Time: 12:30

Present:

Surgery: Dr Nishat Ahmad (NA) GP Lead
 Surjit Kaur (SK) Practice Manager
 Dr Tahmanna Choudhury (Salaried GP)
 Oona Lee (Physician Associate)
 Lauren Bishop (Medical Secretary - Minute Taker)

Patients: Mrs Nazman Bi
 Mrs Sajidah Akhtar
 Mr Ghulam Sabir
 Mr Zaker Choudhry

Apologies: Dr Tracy Turner (TT) GP
 Mrs Nirmalaben Chohan

Name of speaker	DISCUSSION
	Patients arrived into the surgery and staff gathered for the PPG meeting. The Practice manager welcomed everyone to the PPG meeting. All members of the PPG introduced themselves.
	The practice manager explained what the meeting is for and that we are here to discuss upcoming changes and to listen to everyone's feedback and advice.
The practice manager- Surjit Kaur	Due to the high demand in General Practice, Aubrey Road Medical Centre is currently taking appointment bookings between 09:00-10:00 over the telephone. This is to provide a fair and proportionate opportunity to all patients attempting to book appointments.
The practice manager- Surjit Kaur	Telephone Triage- As stated previously, Aubrey Road Medical Centre will be introducing a Telephone Triage system. Telephone calls from patient requiring clinical support will be taken by Receptionist who will take the details of the clinical need and the call will be logged for the Doctor who will then offer clinical advice and guidance. This may be in the way of an appointment being booked, a referral being done or advise for the patient to utilise over the counter remedies etc.
Dr Tahmanna Choudhury Physician associate-Oona Lee	Telephone triage will help improve effectiveness and efficiency, as it will be decided on the phone what the patient needs to do/who they need to see whether that's the nurse, physio or Doctor. It will still be one problem per phone consultation so that everyone has a chance to get through to reception. Patients can call back if they need to talk to the reception staff again about another query/problem but they will go back to the end of the waiting list, which again means everyone has a chance to speak to the reception staff. The reception staff have been trained on what relevant
Dr Nishat Ahmad	

	<p>questions to ask and they will be given a script to follow at the start to get used to triage the diagnosis will be coming from the doctor not reception staff.</p>
<p>The practice manager- Surjit Kaur</p> <p>Mr Zaker Choudhry</p>	<p><u>Any other business</u></p> <p>Parking- The parking was then discussed. The increasing problem of cars parking in front of our gate/ too close to our gate which then blocks part of the entrance to the car park. This then means that other cars cannot get through into or out of the car park, this also means that if an ambulance is needed at the surgery then it cannot get in to the car park or if we have a delivery truck that needs to get in they also have trouble.</p> <p>It was then explained that we can apply for H marking as it is on a side road, this means that if someone is obstructing the area that the H marking is in then we can call and have the car removed – we will look into this.</p>
	<p>There were no further issues raised and the meeting ended at 13:30pm.</p> <p>NA thanked everyone for giving their time which was very much appreciated.</p> <p>Next meeting : in 3 months</p>