**Present:**

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| Sultana Hussain | Shamraze Zeb (PM) |
| Dr H Lodhi | Atiyya Lorgat |
| 3068 | 2760 |
| 6906 | 5072 |
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**Apologies:**

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| 2692 |  |
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**We have arranged this PPG meeting for the sole purpose of discussing the patient surgery and actions for Ambar Medical Centre – the copy of results are provided.**

**We discussed action plan which has been drafted by Practice Manager. Each section has been discussed and input provided by all members to improve areas.**

**Agenda Items:**

* Introductions
* SZ handed out leaflets explaining purpose of PPG and reason for meetings
* Members happy for their names to be displayed in reception and SZ asked them to promote this meeting and invite new members to the meeting
* AccuRx Appointment System
* Access to Appointments + Service
* Practice Survey
* General Feedback/AOB

**Introductions:**

Introductions made by SZ. Previous PPG Meeting Minutes agreed & Agenda discussed for today’s meeting.

**AccuRx Appointment System:**

AccuRx Appointment System was discussed and PPG members were invited to offer their feedback.

Patient 3068 agreed that himself + his family have adapted to the AccuRx system and finds it easy to use. Patient 2760 agreed and commented that the system works well.

Members agreed that based on their experiences, they get a response from the Practice either the same day or the next.

Patient 5072 commented that the appointment system works very well for himself and his family. He further explained he has no issues when requesting appointments and staff are always very helpful.

**Access:**

Appointment access was discussed with members. It was discussed that we have a range of appointments available within the Practice and appointments may be booked with clinicians such as Clinical Pharmacists, Paramedic Practitioners etc. to free up GP appointments to those patients that really need them

Patient 5072 suggested that we add names and roles of Clinical Staff to Practice Website so patients can familiarise themselves with who they will be seeing. AL agreed to make these changes and this was done 06.05.2025.

A range of appointments are available with Clinical Pharmacists, Paramedic Practitioners, Advanced Nurses etc. and are booked according to the patient query and what they need. AL used the example of a patient presenting with UTI symptoms. If this patient meets specific criteria, they can be referred to Pharmacy First for an assessment or can be booked with a Paramedic Practitioner at the Practice for an assessment.

SZ explained the Extended Hours Service we hold at Forrester Street Surgery and Little London Surgery Monday to Friday evenings and Saturdays. The appointment booking process was discussed.

**Practice Survey:**

We have put together a Practice Survey to request general feedback from patients about the service. These are displayed in Reception and patients will be invited to complete the survey following their appointment.

SZ went through the survey with PPG members and invited them to complete them after the meeting.

Happy for members to support the practice by coming in and encouraging and helping patients to complete the survey.

**General Feedback/AOB:**

Patient 5072 was very grateful for the help and support received by GP’s and Reception staff whenever he or his family attend the Practice. He added that Reception Staff are helpful both over the phone and in person & always go above and beyond.

Patient spoke about his experiences when he was diagnosed with a serious condition. He was extremely grateful for the support and guidance the practice gave to him and his family during this time of his life.

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