**Present:**

|  |  |
| --- | --- |
| Sultana Hussain | Shamraze Zeb (PM) |
| Zafrina  | Atiyya |
| Dr Lodhi | TA 6906 |
| MS 8147 | AM 2760 |
| MR 3068 | NL 10255 |

**Apologies:**

|  |  |
| --- | --- |
| VM 2692 |  |
| AU 5072 |  |

**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 discussed and input provided by all members to improve areas.**

**Agenda Items:**

* Introductions
* SZ handed out leaflets explaining purpose of PPG members 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.
* Discuss updated Practice Website & updated AccuRx Appointment Request Form.
* Flu & Covid Vaccination Update.
* Extended Access Update.
* General Feedback/AOB

**Introductions:**

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

**Updated Practice Website & AccuRx Appointment Request Form:**

Informed PPG Members of updated Practice Website and AccuRx Form. Explained that these new systems are easier to use and has been made more mobile-friendly for our patients to follow.

Question raised regarding online access to elderly patients and those who are unable to use online services. Explained if patients are unable to complete, we are more than happy to take a call from patient and complete the form for them over the phone by asking relevant questions depending on their symptoms.

The process was also explained and discussed. If AccuRx is completed before 11am, it will be reviewed on the same day. Once the AccuRx has been received, the GP will review and triage the request accordingly.

Also explained that AccuRx is easier than our previous form – there are less questions on this form and it is available for patients to complete 24 hours a day, 7 days a week. E.G, if patient X becomes unwell during the night, they can complete the form and can expect a call from the Practice in the morning once it has been triaged.

**Extended Access:**

As discussed in previous PPG Meeting, discussed Extended Access Service details.

Monday’s & Thursday’s at Forrester Street Surgery

Tuesday’s, Wednesday’s & Fridays at Little London Surgery

Saturday’s at Little London Surgery

All EA Appointments need to be booked by Practice Staff.

On Tuesday’s, Wednesday’s and Thursday’s between the hours of 1pm and 4pm, the lines are redirected to Walsall South 1 PCN Hub. Patients can contact the Hub directly on 01922 660721.

Winter Clinic is due to be starting soon.

**Flu & Covid Vaccination:**

Annual Flu Vaccinations have started at Ambar Medical Centre. Eligible patients are being called to book their appointments.

Covid Clinics are starting soon – details are being finalised and we will be contacting eligible patients to arrange their appointments. Covid clinics will be held at Little London Surgery.

**General Survey / Feedback**

* PPG members informed - we will be conducting an internal patient survey as the national survey has a low uptake so not a true reflection.
* PPG members to support internal survey to increase uptake.
* Suggestions – they attend practices and encourage patients to complete the survey after they have seen Practice Nurse/GP. Members happy to participate in this.
* Flu Uptake currently not too good – members advised to encourage patients and family members to arrange their appointments if they are eligible.

**Practice Notice:**

Next meeting to be arranged in 3 months’ time,invites will be sent in due course. The minutes will be displayed in reception and on our website.