ST ANNS ROAD SURGERY

DR TAHIR MOHAMMAD

PPG (PATIENT PARTICIPATION GROUP)

(Meeting Minutes – 27th May 2021)

**Opening:**

The virtual meeting of the Patient Participation Group (PPG) for St Ann’s Road Surgery took place at 5.00 pm on 27th May 2021 due to corona virus pandemic.

**Present:**

St Ann’s Road Surgery: Dr Limbani, Stella Athanasiou, Sharon Stock, Hitendra Depala.

From Registered Patients: M.AZ , M.A, W.V,

Apologies from Mr Graham Day

**Introduction Agenda:**

Stella Athanasiou opened the meeting by introducing herself and attendees from the Surgery.

**Expressed by Patients**

* About DR IQ Application advantages and disadvantages
* Enquired of Covid Vaccination Program
* Appointments
* Takeover by OperoseHealth

**The main issues from the meeting was regarding**

* All patients gave positive feedback about DrIQ Application and how simple it was to use. The only flaw is that the delay in notification of outcome and patient had to check DR IQ messaging frequently for message. Agreed to refer the issue to DR I Q technical team
* **Covid Vaccination Programme**- Stella summarised the vaccination program and what part the Surgery played in ensuring that all patient eligible are contacted and the made accessible as possible within the constraints imposed by NHS England.
* **Appointments**- Enquired whether clinicians are seeing patient face to face. Informed that the clinicians are seeing patients face to face, initially triaging the patient then inviting them for F2F appointment after assessment through pandemic in the interest of safety of the patient.
* **Takeover by Operose**- Updated regarding recent takeover by Operose Health. Reassured attendee that there will be no change in day to day administration but in fact will benefit as the knowledge and experience of both organisations will be amalgamated to provide better services to the patient. Requested a brief summary of the takeover in the next newsletter

**Meeting Proper**

* Each patient attended was invited to express any comments and suggestion. The concern raised was the number of attendee and how to attract patient to participate in the meeting to better the surgery. Suggested putting poster in the reception area.

**Next Meeting: 23rd September 2021 -4.00 pm**