**Wordsworth Patient’s Participation Group**

**Minutes of meeting held Tuesday 30th November 2021-5.30pm**

**Present**: Zuber Gulamussen (ZG – Chair); G.Chandramohan (GC-Secretary);

Dr Sajilal (Dr S); Saadet Sangha (SS); Ted Sparrowhawk (TS); Ghouse Fazaluddin (GF) & Imran Jahangir (IJ).

**Welcome and Apologies**

**Apologies:** Emel Islek (EI-Chair); Jennifer McBarnette (JM);

Dr N Hussain (Dr H); Jeyasri Velauthapillai (JV); Hirji Patel (HP)

& Charlie Camenzuli (CC).

This is the Second F2F meeting (held in Hyderabadi Spice Restaurant with meal).

1. **Verbal report from Dr R Sajilal/ Saadet**

* **In the last 80 weeks period the Surgery has followed the procedure as below to deal with the patients as effective as possible:**

1. Face-to-face patient appointments with remote appointments still in place, but it will be reduced to accommodate booster vaccination programme.
2. Practice is keeping detail records of patients who had COVID booster vaccination. As we speak the surgery has successfully completed 2600 vaccinations. Many more patients (including less than 20 years old) to come in near future. Surgery is ready to deal with these new patients with enough vaccines.
3. Surgery would like to have help/ assistance from volunteers (within our PPG members) to help the staff on either Mondays/Thursdays/ Saturdays. If you have spare/ free time please contact Saadet in the first instance and arrange suitable time.
4. NHS Apps are available for all patients to download and use as and when required.
5. Patients are using the symptom checker/ appointments online and are still able to request appointments by phone.
6. The patients who are Expecting/Nursing mothers, Asthmatic, hypertension, Diabetic, have Mental health issues, and Baby immunisation are seen given high priority and seen by the surgery.
7. In last count the Practice are treating over 11,000 patients. The staff in the Practice is doing a good job to maintain good standard of service and Business as usual.
8. The staff Changes- “Thank you and Good bye” to Andrea Mathieu (HCA) and Hemani Patel (Receptionist) who will be leaving Surgery end of this month/ year.
9. AOB – “Keep up good work and faith of the surgery”.

**Next meeting is F2F on Tuesday 18th January 2022 – 5.00pm start. Please note this date!**