**Wordsworth Patient’s Participation Group**

**Minutes of meeting held Tuesday 29th November 2022-5.00pm**

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

Dr Sajilal (Dr S); Charlie Camenzuli (CC) & Hirji Patel (HP) ; Imran Jahangir (IJ);Ted Sparrowhawk (TS); Jennifer McBarnette (JM); Saadet Sangha (SS) & Ghouse Fazaluddin (GF)

**Apologies**

Jeyasri Velauthapillai (JV) & Dr N Husain (Dr H).

The following points were raised in the last meeting.

1. Availability of Toilets to the patients during surgery hours. – The toilets are kept locked due to misuse by certain users. Anyhow it is available to all patients, but reminded to ask for the keys from reception staff. – **Solved/Cleared.**
2. Tuesday group activities in the reception area were a little bit of concern. The users are reserving chair for their friends/families before it starts, this stop the regular users to take part in this group activity. – The surgery said it is not common policy to save a seat and monitor this situation very closely. **Solved/Cleared.**
3. The thank you letters to Emel and Reception staff are not yet issued. - **Saadet has taken full responsibility to prepare this letter on behalf of PPG and sent it to me CC and ZG for approval before send it to Emel Reception staff.**
4. As you aware that dates of current PPG meeting are decided with your agreement and expected to attend without failure. Anyhow, if there is an emergency/Urgent situation arises then expected to send late apologies, for non urgent/emergency cases the apologies are expected to receive as soon as you receive my friendly reminder one week before the meeting.

**Verbal update from Dr R Sajilal/Saadet**

1. Since 1st of October Enhance Access service is in operation. So far no complaint or Complement has been issued by either Shrewsbury Road Surgery or patients regarding this service. Hoping this is going smoothly as possible.
2. Practice staff has been changed/added since last report- Recruited the following posts 1)**Clinical Pharmacist** (to improve value and outcomes from medicines and consult with and treat patients directly) and 2) **Pharmacy technician** (essential to the smooth running of pharmacies, making sure patients get the most out of their medicines)
3. The Vaccination for Polio for children less than 10 years is in progress.
4. The surgery is currently giving 4th vaccination to all patients – this is subject to availability of vaccine.
5. Flu jab is available to all patients.
6. The numbers of patients still the same about 10,000.
7. Thanks to all members for their support / commitment during this year and look forward to have same level of service in the coming years.

**Next meeting is F2F on Tuesday 17th January – 5.00pm start. Please note this date!**