

# NORTH STREET MEDICAL CARE

Romford site: 274 North Street, Romford RM1 4QJ  
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Chadwell Heath site: Chadwell Heath Health Centre  
Ashton Gardens, Chadwell Heath, Romford RM6 6RT  
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## Patients Participation Group (PPG) Meeting

Minutes of meeting held on Tuesday 12<sup>th</sup> March 2024 13.30 – 14.30

<p><b>Present/ Remotely:</b> Dr D Sura (DS) - GP Partner, Susanne Bauer (SB) – Practice Manager, Aaron Fernandes (AF)– Deputy Practice Manager, Lauren Goddard (LG) Management Assistant, 11 members of the PPG (Names cannot be published, but the surgery has the names of the attendees) and 4 apologies. Minutes taken by Lauren Goddard.</p>	
<p><b>Welcome</b></p> <p>Dr Sura (DS), Susanne Bauer (SB) and Aaron Fernandes (AF) Lauren Goddard (LG) introduced themselves. SB welcomed the PPG members to the meeting.</p> <p>SB mentioned next meeting should take place at Raphael’s House (PCN) as a larger meeting room.</p>	<p>Action</p> <p>SB</p>
<p><b>Complaints, comments, and review summary</b></p> <p>Between November 2023 and March 2024, the surgery received 22 complaints. 3 Appointments, 1 communication, 2 delay in failure to refer, 7 Follow up care, 2 prescription issues, 2 refusals to refer, 1 removal from list, 3 waiting for appointments and 1 other (patient didn’t use the correct method to book urgent appointment).</p> <ul style="list-style-type: none"> <li>- AF completed a brief update of complaints to PPG members, also mentioned positive feedback from patients.</li> <li>-</li> </ul>	<p>AF</p>
<p><b>Update from NSMC</b></p> <ul style="list-style-type: none"> <li>- DS updated PPG members of leavers &amp; new staff. New joiners - Physician Associate Iqbal Sidiqi, Dr Varsani, salaried GP, Dr Dang salaried GP, Dr Raveenthiran salaried GP and new trainee Dr Murtaza.</li> <li>- Georgina Abraham has finished nurse training.</li> <li>- DS mentioned we have received really good feedback regarding new employees.</li> <li>- DS mentioned returning staff, Dr Joshi &amp; Dr Umeh covering late sessions on Monday and Tuesday evenings between 6.30pm -8.30pm, these are mainly F2F appointments with reception cover.</li> <li>- SB mentioned Dr Jaffar has increased her hours and works a session on a Wednesday morning.</li> <li>- DS mentioned building repairs, clinical rooms now repaired following crash.</li> <li>- Unexpected gas leak has been repaired.</li> <li>- New screen and check in screen currently updated.</li> </ul>	<p>DS/AF</p>

<p><b>Patient survey</b></p> <p>SB explained following a CQC visit, a patient survey was completed.</p> <ul style="list-style-type: none"> <li>- SB explained CQC visit was mainly to look at access.</li> <li>- SB shared outcome of patient survey.</li> <li>- SB explained since survey was completed, the surgery has installed an automatic call back system to save patient waiting times on the phone.</li> <li>- Monday &amp; Tuesday late appointment 6.30-8.30pm F2F. PPG member mentioned that they were offered a later appointment, gave positive feedback.</li> <li>- Promoting to call at 8am for urgent appointments and after 10.30am for routine. Also, patients can message in using our website for non-urgent medical issues.</li> <li>- SB asked PPG to email if they have any other ideas.</li> <li>- SB promoted the NHS app, PPG member agreed this is very good way to manage appointments.</li> <li>- SB another patient survey will be completed.</li> <li>- DS mentioned that many appointments are now F2F rather than telephone.</li> </ul>	<p>SB</p>
<p><b>Parking</b></p> <p>SB explained that there has been an ongoing issue regarding parking at the surgery.</p> <ul style="list-style-type: none"> <li>- SB shared images of parking, examples of vehicles parked within the yellow box and patients blocking cars in. SB gave an example that an ambulance had been called, and patient would not move vehicle when asked.</li> <li>- DS explained that the surgery are looking into private companies to tackle this issue, another option is removing parking all together, but not keen on this idea.</li> <li>- DS mentioned parking monitoring has been implemented at our Ashton Gardens site, but not through North Street, will keep updated.</li> <li>- PPG asked for their input.</li> <li>- PPG member mentioned a drop off point for patients. AF agreed this is a promising idea.</li> <li>- SB/AF mentioned putting a message on appointment reminders, asking patients to leave in plenty of time, to avoid parking issues.</li> <li>- PPG member mentioned adding message to Facebook/ website.</li> <li>- SB to send minutes of meeting and parking survey to PPG members.</li> </ul>	<p>SB</p>
<p><b>AOB</b></p> <ul style="list-style-type: none"> <li>- PPG member mentioned that you can receive corporeal shock therapy at Harold wood poly clinic. AF confirmed he will let clinicians and secretaries know.</li> <li>- PPG member mentioned that their pharmacy has been ordering in prescriptions for patient without their knowledge, can this be stopped?</li> <li>- AF explained that a letter has been sent previously to this pharmacy, another letter will be sent.</li> <li>- PPG member wanted to give a big thanks to our receptionist who work extremely hard. SB to pass this onto reception.</li> </ul>	<p>SB/AF</p>

Meeting concluded 14:30

Next meeting date to be advised.