**Charles Road Surgery**

**28.09.2023**

Meeting was held at the surgery in the conference room

**Attendees:**

Dr Amir Zafar

Dr Arif Zafar

Dr Sangita Sarkar

Mr Mohammed Imran

Ms Ayesha Mirza

Mr S R

Mr K M

Ms I P

Mr H C

Mr T G

Mr A M

Miss C W

**Apologies:**

Mrs N K

Mrs F H

Ms S B

1. **Introductions**

Everyone introduced themselves around the table with Dr Amir as the host of the meeting.

Last PPG meeting was held at the practice in March 2023

Briefly went through agenda for the last PPG meeting.

1. **Practice Manager Change: Mr Mohammed Imran**

Mentioned last PPG meeting – Noorin Akhtar has been Practice Manager for 8 years, left around March 2023, Dr Amir wanted to thank her for her time at the Practice and found her support very valuable. Mr Hussain who passed away very suddenly, who was the back bone of the surgery. Noorin stepped in at very short notice and provided very good support to us.

Dr Amir introduced Mohammed Imran (Practice Manager), who joined us around March 2023, same role as Noorin.

Mohammed Imran introduced himself to all attendees. He stated he works at another Practice and he is quite experienced in terms of Primary Care, services and patient care.

He has settled in the team quite well. He is trying to help improve services and implement new services and processes.

(SR) questioned that you cover another surgery and how often are you at Charles Road Surgery, Mohammed responded that his hours are similar to Noorins. His usual days are Monday afternoon and evening and Wednesday.

Mohammed stated that his hours are flexible and he will be at the Practice as when the GP or patients need him.

(TG) questioned Mohammed – you have a responsible full time role, how do you manage with part time hours? Mohammed responded not exactly part time, a lot of hours go into my work outside of my onsite hours. Both practices are part of same PCN, services are aligned for both practices.

(KM) questioned – How to get in touch with the Practice Manager?

Mohammed mentioned you can contact the Admin Managers on site: Sameenah, Shazeah and Ayesha who are first point of contact and are here on daily basis.

Also can speak to Mohammed directly if needed, meeting can be arranged.

Dr Amir stated that the Practice manager role has been defined, as traditional Practice manager did everything. Over a period of time, we have established a solid administrative team downstairs in Reception. Senior staff have specific roles and responsibilities. This system is working really well. Mohammed’s role is a little level higher and more of a management role, even though he is not here on site as full time, his hours are very effective. We have made progress on a number of fronts particularly a new website, patient access and NHS app.

1. **Clinical Staff Changes**

No significant changes, we had some long term staff. Two particular days we have additional GP staff come into the Practice, Monday evening and Thursday morning.

Monday evening – have shortage of one GP.

Thursday morning – Dr Amir does training sessions with GP trainees.

We have additional clinical staff to make sure people have right amount of access.

We had Dr Zahra Shabbir and Dr Lubna Ali for a number months, both have moved on.

We have a new GP called Dr Kalam Rahman, used to be a trainee here at the Practice. He is now doing a regular session on Monday evenings and Thursday mornings. Dr Amir mentioned that he is a fully qualified GP and we have confidence in him as he was trained at Charles Road Surgery so he understands how the surgery runs. Also better to have someone we know rather than someone we don’t know.

We have a little group of locums who have worked with us for a long time, most are those who have trained with us. We will have the occasional locum GP that we don’t know coming in to cover shortages when required.

1. **Reception Staff Changes:**

No changes.

1. **Access**

Dr Amir mentioned there is a lot in the press regarding access. Important to mention what the practice is doing to make sure that patients are happy and how we are progressing.

We have a particular model of practice appointments, booked on same day. Bulk of the appointments are on day but a number of appointments are booked for chronic diseases reviews and other reviews. There are also slots available to book online.

Since Dr Amir took over practice and made changes, the appointment system works for vast majority of the patients. We have days where not all appointments are booked, which is unusual. We also don’t book in advance and advice patients to call back later today or try again tomorrow, chances are patients will get an appointment in a day or two.

Our data shows from the government NHS statistics that we are in the top one third of the practice in the whole country in terms of offering access.

Most of the access is with a GP at our practice compared to some practices who refer patients to other staff members who are not fully experienced, but feel that they have got them an appointment. Dr Amir stated that patient should see GP in the first instance and patients feel that same.

There was a survey out in the GP publications, stated that 50 per cent of patients prefer to see same GP. Patients are more comfortable consulting with same GP.

(SR) stated that it is nice to know and see the regular GP’s in the Practice and it is important to have that personal one to one relationship with GP rather than seeing different GP’s each time, as it is the case of a local health centre to where Steven lives.

Dr Amir stated that he does not want us to be dictated to regarding access to appointments etc, which might suit the government and doesn’t suit the practice.

Online access appointments – 50-60 per cent patients don’t attend the appointments, waste of appointment and resources.

(CW) – does not like online access and feels that due to a lot services going online there is pressure and she feels frustrated.

(SR) mentioned there should be some provision for people who cannot use technology, Dr Amir responded that we have limited the number of online appointments.

Dr Arif Zafar mentioned that the online system might work for a lot of people but there are some that cannot so a balance is important.

(KM) stated that the Practice is very good, reception staff are polite. His family/friends have shared unpleasant experiences with other Practices that they are registered with.

(AM) also stated that it is easy to get an appointment, 99 per cent of the time we get an appointment either in morning or evening. He also mentioned experience of a close friend who usually gets appointment in two weeks’ time in his Practice.

Dr Amir introduced the latest NHS patient survey that was reported back in July 2023:

Overall experience is 77% is better than the national or ICS (local).

Experiences of getting an appointments - 64% compared to 54% 46% nationally and locally.

Satisfied – 72% compared nationally and locally.

Overall national survey – good scores.

Dr Amir picked up from Daily Mirror: searched Charles Road Surgery Practice- scores below:

79% face to face appointments (2056 out of 6400 practices)

71% appointment on same day (118 out of 6300 practices)

74% Appointment with GP

(SR) stated that your scores are good because you catered your Practice to see GP’s and not someone else.

Dr Amir mentioned we have a Practice Pharmacist (Usman Khan) who is valuable to the Practice – he does all medication monitoring and reviews and other medication related tasks. He doesn’t see patients but he is fully occupied at doing what his skill set and knowledge is a Pharmacist.

Dr Amir stated that a lot of patient are being pushed to see other services instead of GP’s but then some patient always end up back for an appointment to see the GP. Patients prefer a trust in the relationship between patient and GP.

Dr Amir is happy with the GP structure as well as the PPG members in the meeting.

Dr Amir also stated that we use FCP, Health and Wellbeing coach, Social prescriber and Pharmacist.

Patients can be seen on a Saturday or a Sunday or evenings through our PCN. We have Small Heath PCN, extended access at Khattak Memorial Surgery. From our experiences, patient do not like going to these services and prefer to wait and see their GP at Charles Road Surgery.

Dr Arif Zafar stated that there is an option that everyday Charles Road surgery have number of appointments for the patients in the evenings at Khattak Memorial Surgery and on a Saturday as well. Available for patients who are perhaps working and cannot take days off work.

1. **Referrals/Services**

Dr Amir stated referrals have changed a lot since Covid. Dr Amir apologised to PPG members who have been affected by the strikes. GP partners’ not striking but junior staff and hospital consultants are striking.

Referral are taking time to come through for some specialities for example chest and ENT.

There are a lot more direct access investigations the GP’s can do, gradually been reintroduced again after Covid.

We have good relationship with our SDS Federations (South Doctor Services). It is part of a paid organisation we are a member of and we use a lot of their referral services like Dermatology, Mental Health and Dietician, which are quick.

(TG) confirmed that they are part of Modality, different model but is like SDS.

We also have a good relationship with East Locality, the local NHS/ICB has introduced. Referrals are sent to this services as well like Diabetes, Respiratory, and Occupational Health.

All these services are being introduced into the Community so patients can be seen quicker. Not every referral will involve patients being seen in a hospital.

Washwood Heath Health centre is becoming one of the primary imaging hubs for this part of city: for CT scans, MRI scans, U/S scans and other physiological measurements. Asim Maqsood had an MRI scan at the centre, experience was good, and there was also parking in the front.

1. **Digital Access**

Mohammed stated that work has been done on the website in the last two to three months and hoping to move away from the previous website (SDS) as wasn’t representing the Practice as it should. We are with a private company not funded – can set up how we want including our services, relevant information, staff information also access statistical information regarding website.

Website launch in November 2023 – hopefully.

Patients will be notified via SMS once the website has been launched.

Accurx messages have been going out to patients frequently over last two months regarding the NHS App. Benefits – can also order medications via App without having to call and access medical records. From the Accurx sent out to patients over last two months, we noticed just over 400 patients have accessed the NHS App on a monthly basis.

Dr Amir stated he would be grateful once the website has been launched if the PPG members can have a look and give feedback.

Mohammed mentioned that they are thinking of introducing AI technology systems to Primary Care, where they will take care of all back office work. Already introduced in some regions. Mohammed is concerned that they are rushing to introduce these services but can affect patient care.

1. **POD**

Dr Amir accepts that there are problems whereby people cannot get through the phone lines.

POD did come over summer into the Practice and set up a little stall in the waiting room, overall it is a good service and generally works well. Although we are aware that there are issues.

Dr Amir also stated that you can use the NHS App to order your medications, which comes through the systems.

1. **Patient Feedback**

Already discussed earlier in the meeting.

1. **Other**

Dr Amir mentioned there is another Covid vaccine. Can be booked via the NHS App or call 119.

Flu vaccinations have arrived just this week, those eligible should have their vaccinations done.

(SR) – Reception telephone line at 8.45am is excellent and you get through quick.

Dr Arif Zafar – Wanted to thank those who volunteered to speak to the Aston students that he is teaching. He will also be taking on final year students from December to February. Dr Arif is very passionate about developing next generation of Doctors.

**Next meeting in six months’ time**