

# PPG Meeting



Wednesday 17<sup>th</sup> May 2023  
13.00–14.00

TIME	SUBJECT
13.00 – 13.05	Welcome, Introduction & Apologies
13.05 – 13.10	GP New Staff: <ul style="list-style-type: none"><li>• New GP Partner - Dr Mohammed Ali</li><li>• GP Assistant – Liban</li></ul>
13.10 – 13.25	GP Updates: <ul style="list-style-type: none"><li>• Current building update</li><li>• Future building update</li><li>• Improved Phone Waiting Times</li><li>• Introduction of Duty Doctor</li><li>• Ear Microsuction Service</li></ul>
13.25 – 13.45	Patient Feedback & Suggestions
13.45 – 13.50	AOB
13:50 – 13:55	Future PPG Date – September 2023
13:55 – 14:00	Thanks & End of Meeting

### 1. Welcome, Introduction & Apologies

Meeting chair: Dr Muhammed Najim

Present:

Dr Zuhair Najim - GP Partner

Dr Sam Chabuk - GP Partner

Dr Muhammed Najim - GP Partner

Dr Riham Rabee - GP Partner

Dr Mohammed Ali - GP Partner

Apologies:

Dr Rana Najim

### 2. GP new staff

Dr Mohammed Ali joined in April 2023

Liban joined in May 2023

### 3. GP updates

Current building updates

We are seeing more F2F pts in our room

We are using the corridor space to review minor ailments

Future building updates

Discussed plan to move to a new premise.

Discussed our vision and aims for the new health centre.

Patients are all in agreement that the current GP space is too small and that a bigger space will allow the GPs to be able to see more patients face-to-face.

Dr Muhammed Najim is currently in discussion with Brent council and NWL NHS estate.

Patients unanimously support for the move to the new health centre and expressed that they would be willing to sign a petition as support should the need arise for it.

Patients also expressed concern regarding new patients being registered with patients suggesting we close the patient registration list until we move to a bigger premise; patients stated that they are worried if we reach over capacity that the clinical care for the current patients will decline.

One patient suggested that we remove the registering new patient sign outside the surgery.

Dr Muhammed Najim explained that sadly we are not allowed to close the patient registration but we will action the removal of the new patient registration sign outside the surgery.

Improved Phone Waiting Times

Dr Muhammed Najim updated that we hired more reception staff to man the phone lines. We have successfully reduced our phone call waiting times in the last 18 months, to an average of an under 2 min wait per patient.

#### Introduction of Duty Doctors

Dr Muhammed Najim updated that we have created a 'duty doctor' service to be able to maximise same day appointments to any patient in need of care.

#### Updates regarding new ultrasound service

Dr Muhammed Najim provided updates regarding the intro to a new ultrasound service for joint injections that is due to start in the next few months.

#### Ear Micro suction Service

Dr Riham Rabee is a GP with a special interest in ears, nose and throat and she provides in health service to patients with ears, nose and throat problems. She informs the patients that she has started a new micro suction service that is unfortunately not provided by the NHS but she hopes that this will be in the future. She has advised patients to book online via [www.eardoc.co.uk](http://www.eardoc.co.uk) She has advised that if patients have any difficulty booking online than to contact admin at Willesden Green Surgery.

#### **4. Patient Feedback & Suggestions**

Patients fed back that the surgery was providing excellent service. They commented that everyone at the surgery was incredibly polite and helpful, from the reception team to the clinical team to the doctors.

Patients asked about access for people who are not computer literate. Dr Riham Rabee responded that we try our best to communicate with patients through multiple means including posters in the waiting room, calling patients home telephones numbers and placing communication online and through text messages.

Patients asked about local walking groups and community swimming/gym referral. Patient advised that there is a group called Friends of Gladstone Park that lead walking groups.

#### **5. AOB**

Nothing brought up