

HARROW ROAD HEALTH CENTRE PPG MEETING NO. 10 ON-LINE – 6pm, 12/11/25

Present:

Dr Remedios

Nancy Amissah – Practice Nurse

Faraz Ali – Joint Practice Manager

Shane Munro – Project Manager, Management Support Team

Aman Mohammed Khan – Reception Manager

Penny Belfield – Guest

Bridget Hinkley – Guest, PPG Chair for Half Penny Steps Health Centre

Emma Arthur – PPG Chair and members:

Dr Krishna

PU

BH

FE-A

SA

JC

DA

NC-B

Apologies:

Jutsna Begum – Practice HTA

Neelam Begum – Joint Practice Manager

Sadiya Ali – New Harrow Road Community Champion Project Leader

JA

FW

CC

Distribution:

All present (inc Apologies) plus remaining PPG members

Key Points Discussed:

(Green highlights are actions post meeting, red highlights are actions to be done)

1. Welcome and introductions

- a. Emma welcomed everyone inc special guests, Penny Belfield, Dr Krishna and Bridget Hinkley and gave apologies for those who could not attend – see above.

2. Any feedback from PPG re notes from last meeting

- a. None noted.

3. Actions from last meeting

a. NHS App Tutorial on 22 August

- i. Emma reported that Naima gave a very successful tutorial to 4 patients in the surgery waiting room inc showing one of the patients how to use the app on her phone and answering queries from other patients.
- ii. Fatima said she'd been using it for a while and pointed out you can see blood test results on the same day – suggestion of notice about it at

reception. There is a big display poster there already but Emma to arrange another tutorial date with Faraz and email PPG mailing list (see update in accompanying email with minutes).

- iii. Bharat asked if the practice had noticed an increase in its use. Faraz said yes and that they are phasing out all of the other apps ie System 1.
- iv. Saliha commented that she uses the App but didn't realise that you could make appointments. She asked if it was aimed at patients who were not digitally literate. Faraz responded saying yes and that patients can book appointments and order repeat prescriptions.
- v. Saliha asked if GP would prefer patients use it – Faraz responded yes and that it would help reduce calls and be quicker for patients too but that they were not imposing it on patients.
- vi. Saliha asked if you can access another patients data as she would like to be able to access a family members data? Faraz said there is an option to access your childs records. Faraz to enable this – Faraz has actioned this post meeting.
- vii. Bharat asked if NHS have their own tutorials. Faraz responded yes and that he will share a link with all patients (see update in accompanying email with minutes).

b. Updating email and how we meet on PPG poster for PPG noticeboard – Emma to action.

c. Putting up initialled minutes on PPG noticeboard and website – Faraz has actioned.

d. September Surgery Patient Survey

- i. Email out actual survey results without personal data to all PPG – Faraz has resent survey results to all patients post meeting. Faraz also to put on website. This has been actioned now.
- ii. Poster Update – Emma emailed everyone updated St Charles poster and New Services poster pre meeting.
 - 1. St Charles Urgent Care Centre poster – Faraz has put up on PPG noticeboard.
 - a. Julia commented that it was a really good service.
 - b. Dr R said that he can refer patients to the service – call surgery to book an appointment at St Charles (inc out of hours appts)
 - 2. New Services poster- Faraz has put up on PPG noticeboard.
 - a. NHS Pharmacy First – all pharmacists at Medicare next door to surgery can assess and prescribe treatment/antibiotics for most minor conditions inc coughs, colds, urinary tract infection, sore throat. Dr R said it's particularly useful at the weekend instead of calling 111 and waiting for a few hours.
 - b. Independent Prescriber Pharmacist, Ousameh Shallal – for other conditions not prescribed by NHS.
 - c. Fatima asked if she would still be eligible for free prescriptions if pharmacy prescribe. Dr R said she should be

but will check with Ousameh. She should only have to pay for over the counter meds.

- d. New Clinician (in-house Pharmacist), Yamuna Vigneswaran - Dr R said that Yamuna was a very good clinician with a lot of medical knowledge. She can do most things inc medication reviews, treat coughs and colds and interpret blood results.
- e. First Contact Physiotherapy Service - Dr R said that the physiotherapy service was really well used. Patients can have an initial assessment for conditions inc shoulder pain, neck pain, knee pain and then have home physio or referred for further tests or intensive physio. And can be referred on for scans, injections etc.

3. Community Living Well leaflets/poster

- a. Emma reported that more of the leaflets have been dropped off at reception.
- b. Dr R confirmed that this service was useful for mental health conditions. You can do a self referral, very straight forward, giving your name and GP surgery and one line about what you need help with eg anxiety - they will call you within 2 weeks and triage you. They provide social groups and some welfare services.
- c. Dr R said patients are using it and he can always do a referral for you.
- d. Emma to find out more about social groups/welfare services on their website and Faraz to send out details to all patients.

4. Family Tree

- a. Emma suggested that the practice might like to display a family tree of photographs of the surgery team.
- b. Julia said this would be useful for people to see faces and see what each person does.
- c. Shane to look into.

iii. 6 monthly digital newsletter

- 1. Emma explained that this is something that we discussed briefly at the last meeting and Perrin had previously said he would look into it.
- 2. Julia and Fatima both expressed an interest in helping depending on what was needed.
- 3. Bharat offered to look at newsletter at work for ideas. Bharat to feedback to Emma.
- 4. Shane to look at newsletter produced by Half Penny Steps Health Centre opposite and feedback to Emma.
- 5. Emma to speak to Perrin, email PPG mailing list (with perhaps a starting list of ideas) and also send out a text via Faraz to see if any other patients would like to be involved/volunteer.
- 6. If enough interest we could form a sub committee.

e. Practice News

- i. Self sign in service

1. Faraz reported that this is fixed now and has since been upgraded to Windows 11. However equipment not compatible with Windows 11.
Faraz to update at next meeting.
- ii. Poster re Little Village
 1. Emma reminded everyone that this charity in Warwick St (that is linked to a food bank) is like a baby bank for people who've just had babies and need some support with nappies, toys, prams etc. They rely on donations. Dr R explained they also provide for up to 7 year olds and do home drop offs for equipment, beds, clothing etc. Or people can visit one of their shops and choose items themselves.
 2. Emma has received more posters from Little Village and since meeting has dropped off at reception.
 3. Dr R confirmed he is already referring patients.
 4. They have an online meeting coming up – since meeting Emma has forwarded details of it to Faraz so that a member of surgery team can attend. **Faraz to report back at next meeting.**
- iii. Forward survey feedback to Shane (sent in July) – Emma has actioned this.

f. Other Suggestions

1. Titles for Noticeboards – **Emma to talk to Shane about this.**
2. Outside Noticeboard – this was Dr K's suggestion at last meeting. Shane to put noticeboard back up. It should include: Dr(s) name opening times, phone number, emergency number (suggested by Fatima) and new services for potential patients (suggested by Julia).
Shane to look into that.

4. Sadiya Update

- a. Unfortunately Sadiya could not attend the meeting as she was unwell. **Emma will invite her to the next meeting.**

5. Practice News

- a. Update from Dr Remedios
 - i. Dr R confirmed that the practice have a new female Dr, Dr Banu to help with the workload and to see patients who would prefer to discuss certain things with a female doctor. She is currently doing at least a 3 month trial period working all day Wednesday and on Friday mornings until 1pm. She has very good clinical knowledge.
 - ii. Shane stressed importance of 3-6 month review and getting patient feedback re new GP and adding some additional resilience to the surgery which is part of the work he, Neelam and Reena have been doing.
 - iii. Dr R said that since the Windows 11 upgrade, the ECG machine and ambulatory blood pressure monitor are currently not working. In the meantime, the practice can refer patients to St Charles for ECGs and Ousameh can do blood pressure. Aman and Dr R are working on it. **Dr R to report back at next meeting.**
 - iv. Dr R reported that Aman is in charge of the receptionists now and unfortunately Junara will be leaving shortly. Emma said how lovely she was and Dr R said she had done well at her job.

- v. Letters – Dr R confirmed that the practice have to charge for certain letters (ie To Whom It May Concern letters, where it requires a lot of info) if considered private work (currently charge for PCO forms). **He and Shane will update at the next meeting.** Shane said that they follow BMA and NHS guidance for this.
- vi. Dr R said they have had a big deep clean in the practice.
 - 1. Shane thanked Neelam for leading on that.
 - 2. Shane confirmed Room 2 was back up and running so there are 2 GP surgery rooms that are clinic rooms now.
- b. Update from Shane Munro
 - i. Shane confirmed he has been updating practice compliance.
 - ii. He has updated practice noticeboards with key relevant contact details and information.
 - iii. He is reviewing the resilience of reception team – Naima and Janet.
 - iv. He confirmed that Aman, Reception Manager had been in his role for 5-6 weeks now, to meet patient needs.
 - v. Julia said the posters and noticeboards look really good. She said the female receptionist was outstanding, very hard working.
- c. Update from Faraz
 - i. Faraz confirmed that they had signed up with a company to process documents and code clinical records. This helps Drs to know if patient requires a GP or medication prescription and means letters aren't just sitting there.
- d. Dr R thanked everyone for their continued support, good to see people and said they are continuing Dr K and Penny's good work.
- e. Dr K said he was enjoying retirement and spending time with his 2 ½ year old granddaughter.

6. Penny news

Penny said she was very well and had been busy. Fatima said how much she was missed, and this was echoed by many.

7. Any Other Business

- a. Fatima commented that Nancy was doing a great job.
- b. Dr R shared that his wife was expecting a baby – everyone was delighted to hear that news.
- c. Emma thanked everyone for attending.

8. Date of Next PPG Meeting

- a. Next meeting will be in person. **Emma to set a date with surgery team, invite Sadiya and notify PPG mailing list.**