



Patient Participation Group 2025

Venue: Aubrey Road Medical Centre

Date: Tuesday 29th July 2025

Time: 12:30

Present:

Surgery: Dr Nishat Ahmad (NA) GP Lead
 Surjit Kaur(SK) Practice Manager
 Dr Tahmanna Choudhury (Salaried GP)
 Lauren Bishop (Medical Secretary - Minute Taker)

Patients: AKHTAR, Sajidah (Mrs)

Apologies: CHOUDHRY, Zaker (Mr)

	DISCUSSION
	Patient arrived into the surgery and staff gathered for the PPG meeting. The Practice manager welcomed everyone to the PPG meeting. All members of the PPG were introduced.
	The practice manager explained what the meeting is for and that we are here to discuss upcoming changes and to listen to everyone's feedback and advice.
The Practice Manager- Surjit Kaur	The practice manager started the meeting with asking Mrs Akhtar if there are any community/personal concerns since the last meeting.
Mrs Sajidah Akhtar	None at present. Patients are very happy with the fact that they can call all day for an appointment/clinical advice now.
	Changes in NHS that happened since we last met:
The Practice Manager- Surjit Kaur	Since the last meeting Telephone triage has changed from appointment bookings only being able to be made between 09:00-10:00 to all day availability (08:00-18:30). This is to provide a fair and proportionate opportunity to all patients attempting to book appointments.
Mrs Sajidah Akhtar	Most of the patients are happy with this change as it means that more people are able to call when they need to. Some patients are still not aware of the change of timings, so they still think that they can only call between 09:00-10:00.
Surjit Kaur (PM)	Staff are still informing patients of the triage timings & there are posters up in the waiting area & information on the website. Reception will continue to relay the information to patients.
Surjit Kaur (PM)	<u>Any other business</u> In August there will be a new software system introduced – Accurx

<p>& DR Nishat Ahmad & DR Tahmanna Choudhury</p>	<p>Accurx will be an online system, patients will click on a link (will be on our website, NHS app & will be relayed in our telephone message), they will then be able to choose from 4 different sections:</p> <ol style="list-style-type: none"> 1- Triage 2- Admin queries 3- Self help 4- Advice and further guidance <p>Requests will take 48hours to be answered. Patients can use Accurx instead of calling/attending the surgery if they would prefer. Telephone triage will still be available.</p>
<p>Mrs Sajidah Akhtar</p>	<p>Accurx will be good as this means that patients will not have to call or come into the GP surgery if they just want to ask an admin query, they will just be able to put their request in online and then wait for our response.</p>
<p>Surjit Kaur (PM) & DR Nishat Ahmad</p>	<p>Medical records are also available on the NHS app. If patients want to know results or recent consultation notes.</p> <p>Patients will not be contacted if the BT results are normal, will only be contacted if they are abnormal/need further investigations, this information is relayed to the patients by clinicians and reception staff.</p> <p>If any patients have any feedback that they would like Surjit Kaur (Practice Manager) to be aware of then they can either leave a message or can send an email and this will be passed on.</p>
	<p>There were no further issues raised and the meeting ended at 13:00 pm.</p> <p>Surjit Kaur (Practice Manager) thanked Mrs Akhtar for attending and for giving her time which was very much appreciated.</p> <p>Next meeting : TBA</p>