

PPG Virtual Meeting Notes

5th June 2020

Present online: Dr Parmar (GP Partner), Darshan Kaur (General Manager),
Rahan Miah (Deputy Practice Manager)
Peter Rekhaye (PPG Member), Pauline St Ledger (PPG Member),
Stacia Whyte (PPG Member), Caroline Brown (PPG Member)
Lorraine Francis (PPG Member) Angela Bannister (PPG Member)
Apologies: Jennifer Sheikh

- Dr Yusuf Patel – RIP, Dr Parmar informed all members present from the PPG the date (20.4.2020) Dr Patel left us all.
Some feedback from the PPG;

Peter – “Sorry for Dr Patel’s loss, known him for 30 years”.

Stacia – “Brilliant GP, he helped me when I moved here from Birmingham when it was a hard time”

- Video Consultations/Online Consultations
Rahan – Stats show we have increased our online consultations and from 26.5.2020 to 4.6.2020, and we have had over 400 online consultations alone within this period. We have dealt with these consultations before the deadline date to respond back to a patient.
- Remote working – Majority of staff are back at work, few staff members are still working from home.
- Social Distancing in the surgery for staff and Patients (Making it Covid Secure) – Informed everyone how we are operating with our door system, our front door triage system and how we are seeing patients in isolation rooms if required.
- Resumption of labs and some radiology
- Resumption of immunisations, Smears and Diabetic Clinics – These clinics are up and running and again social distancing maintained with in the practice and for patient appointments arrivals.

- Customer service refresher workshop part 1, will be held on 11/06/2020 for the reception and admin team working at Woodgrange Medical Practice.

Next PPG Virtual meeting to be held on Wednesday 16th September 2020 at 1:15pm – Nasima will send invite link to everyone.