PPG Meeting Minutes

Date: 28.08.2025

Attendees:

- Daniel Totila (25.05.62)
- Maria Vangu (31.05.74)
- Florica Tudose (03.08.71)
- Sai Hui Hui (15.11.69)
- Emmanuel Owusu Adisi (10.05.89)
- Sabana Chause (14.02.80)
- Cecila Laird (16.12.79)

How the Meeting Started

SA started by introducing herself to the patient, explaining her role and her colleagues' responsibilities in reception. She provided the patient with an information pack created by SA, which contained details about the surgery and other important information.

What We Explained in the Meeting

PCN staff roles and responsibilities:

- I explained that they work with us on different days. I also went through what each member does, how patients can book appointments with them, and their availabilities

How to use Klinik and how to access it:

- I explained that Klinik is our online consultation portal, available between 8:00am and 11:00am. Patients can use it to submit any queries, and a GP will respond accordingly. Within the information pack provided, there is a step-by-step guide on how to access Klinik, which I went through in detail. I also informed the patient that the operating hours of Klinik may be extended in the future, and they will be notified in due course

What WF GP FedNet is:

- I explained that WF GP FedNet is the out-of-hours service we work with, which offers GP appointments in the late evening and at weekends. In addition to GPs, patients also have access to nurses and physiotherapists through this service. Blood tests can also be booked via the federation. The information pack provided contained full details on how and when to contact the federation.

How to use the Pharmacy First service:

- I explained what the Pharmacy First service is and that most pharmacies provide this service. I outlined that it is designed to deal with acute, minor issues, as listed in the information pack I gave them. I also explained that when we send a referral, the pharmacy will either call the patient to arrange an appointment, or the patient can go directly to the pharmacy and inform them that a referral has been sent. I further clarified that the pharmacist may issue medication if they consider it appropriate.

Patient Questions:

- Is there a health check available for men, similar to how women have breast screening, Is there another way to check for prostate cancer (PSA)?

Our response: Yes, men can request a PSA blood test, which can also help check for prostate cancer. The doctor will recommend if it is necessary based on individual circumstances.

- Will there be more of these meeting and when and how can I be invited to the next one?

Our response: We hold these meetings every three months. Two text reminders are sent to patients when a meeting is due, and posters are displayed around the surgery. I asked attendees who would like to be invited to the next meeting and informed them that they will be invited to future meetings.

- Is there a private place where we can talk, as I may not want everyone in reception to know my issue?

Our response: If you would like to speak privately, we can use a free room to talk. If no room is available, we can take you aside and speak in private.

Patient feedback/comments

- "The meeting was in detail, specific and informative, the aspects of the services both old and new were thoroughly discussed. All concerns were well explained and addressed"
- "Excellent updates"

- “The meeting taken by suniha was really informative, she discussed most of the things a patient must know, she asked of any queries we had, and she addressed them, i am looking forward to the net meeting as well thank you”
- “Perfect update for me”
- “PSA campaign for black men should start, Good senior, Hopefully the privacy we will better”

The meeting concluded with an open invitation for patients to ask questions or raise any concerns, allowing us to provide clarification before officially ending the session.