



Patient Participation Group 2023

Venue: Heathford Group Practice Coventry Road Medical Centre

Date: Thursday 25th March 2023

Time: 13:00

Present:

Surgery: Dr Nishat Ahmad - GP Lead
Dr Tahmanna Choudhury – GP
Oona Lee - Physician Associate
Houdini Wu - Physician Associate
Jasmine Sunnar - Physician Associate
Tarek Muradi - Physician Associate
Kamaldiin Farah – Junior Doctor
Karolina Kokocinska – Medical Secretary
Mateusz Kejdrowski – Medical Secretary - Minute Taker

Patients:
Rosa Platt
Shahid Iqbal
MD Salim Khan

Apologies: Tarlochan Chagger (Patient)
Jaswinder Chagger (Patient)
Jeevan Chagger (Patient)
Javed Iqbal (Patient)
Mohammed Jahangir (Patient)
Zafar Iqbal (Patient)
Priya Jain - Physician Associate
Dr Tracy Turner - GP
Abdigani Osman – Junior Doctor
Surjit Kaur - Practice Manager

DISCUSSION	
	<p>Patients Shahid Iqbal, MD Salim Khan and Rosa Platt who was supported by her husband, all arrived at the surgery approximately 10 minutes before the meeting and were guided by our staff to the meeting room on the first floor.</p> <p>Dr Nishat Ahmad and Dr Tahmanna Choudhury welcomed the patients to the PPG meeting. Dr Nishat Ahmad asked everyone to introduce themselves and state their role at Heathford Group Practice Coventry Road Medical Centre.</p>

	<p>Dr Nishat Ahmad mentioned he was happy to see the patients at the surgery for the PPG meeting once again and offered patients food and drink which was present on the big meeting table we all sat around. Patients introduced themselves, followed by all the staff members. Patients were familiar with physician associates, Oona Lee and Houdini Wu, who have been treating these patients in clinic for number of years as well as general practitioners. Dr Nishat Ahmad and Dr Tahmanna Choudhury. Patients were introduced to new faces at Heathford Group Practice Coventry Road Medical Centre, physician associate Jasmine Sunnar, physician associate Tarek Muradi, junior doctor Kamaldiin Farah and finally medical secretary's, Karolina Kokocinska and Mateusz Kejdrowski.</p> <p>Dr Nishat Ahmad mentioned to the patients that it is likely they will come across new physician associates Dr Nishat Ahmad ensured the patients that Physician Associates are highly trained and that Dr Nishat Ahmad supervises clinical triage and offers diagnoses and treatment to all patients.</p> <p>Dr Nishat Ahmad spoke about our new telephone triage system at Heathford Group Practice Coventry Road Medical Centre as well as Aubrey Road Medical Centre. Dr Nishat Ahmad mentioned how it has benefited both practices as well as patients as there are no long waiting times and queues of patients outside the building, as it can be seen with other medical practices in the area. Dr Nishat Ahmad went on in detail on how exactly our telephone triage system works. Monday to Friday from 9:00am to 10:00am and from 14:30pm to 15:30pm, except Thursday afternoon where there is no telephone triage. Dr Nishat Ahmad explained that he supervises each call and makes a decision on what is the best course of action for that patient, whether that be prescribing medication for that patient or booking in for an appointment at the clinic with the appropriate clinician to determine the medical need of that patient on the same day. Dr Nishat Ahmad mentioned from the benefits of the new telephone triage system, at times patients are able to telephone twice or more with different issues, they are experiencing and we are able to deal with patient query on the spot. Dr Nishat Ahmad also mentioned that from the benefits of the new telephone triage system, we have far more appointment slots available then at any time before, as we are able to do deal with the patients through the telephone triage system more efficiently. Dr Nishat Ahmad also explained that thanks to the new telephone triage system, it is much easier to filter medical conditions, which require a clinic appointment from paperwork and non-NHS work.</p> <p>Patient Rosa Platt mentioned that she is happy with the new telephone triage system and mentioned that she finds it easy to make appointments and arrange for a prescription when needed.</p>
	<p>Patient Rosa Platt stated she was impressed with physician associate, Lee Oona and stated that she does her job right and is a good doctor.</p>
	<p>Changes in NHS that happened since we last met:</p> <p>Dr Nishat spoke about the long waiting period after a referral has been made for patients to receive appointments. Dr Nishat Ahmad spoke about the strain the NHS is under and the difficulties caused by COVID-19 for hospital referrals. Patient, Shahid Iqbal raised a concern about NHS referrals taking a long time and asked Dr Nishat Ahmed about private hospitals. Dr Nishat Ahmad explained to the patient that private hospitals are an option however; private hospitals do not possess the same capacity in terms of equipment and other than that in comparison to the NHS hospitals. Patients, Shahid Iqbal and Rosa Platt spoke about their experience with private hospitals and mentioned great benefits in regards to their wellbeing whereas, if they had to wait for NHS hospital appointments, they feared a great decline in their wellbeing. Patient, Shahid Iqbal also mentioned the benefits of going back to his home country for treatment for his medical condition and how unfortunately, with the NHS service it is possible he would still be waiting for an appointment.</p>
	<p><u>Any other business</u></p>

	<p>Towards the end of the meeting Dr Nishat Ahmad and Dr Tahmanna Choudhury asked the patients about any concerns or ideas, they might have to improve the current services provided at Heathford Group Coventry Road Medical Centre</p> <p>Dr Nishat Ahmad thanked the patients for their input and said he will discuss their ideas with practice manager, Surjit Kaur in due time. Dr Nishat Ahmad and Dr Tahmanna Choudhury thanked the patients for attending the meeting and that it was a pleasure having them at the practice.</p>
	<p>Next meeting : TBD</p>