

Notes of Ladies Only Patient Group meeting held at
Peartree Medical Centre
Tuesday 2nd July 2019

Present:

Patients:

DM ET KN AB BB SB FA SG ZB RK

Practice Staff:

Ann Sutton – Nurse Practitioner
Razwana Rafiq – Senior Receptionist
Shazia Rasoul – Interpreter
Dr DNP Singh – GP

Introduction

Razwana welcomed patients to the meeting.

Staffing update

Razwana informed the group, of our new Apprentice Maria Ahmed. Maria is working towards level 2 in Customer Care and Business Admin. The practice has also employed a new Practice Pharmacist, Sonia Akbar. Sonia will be working over three days; she will be working alongside the doctors. Sonia will be doing medication reviews and looking at hospital letters. Ann informed the group of our new Community Matron Vicky who will be looking after housebound patients.

Did Not Attend Analysis

The group discussed the DNA rate. Ann spoke about the number of wasted clinical hours and how this has impact for all the practice population.

National Healthwatch Award – runner up

Dr Singh informed the group the surgery achieved runner up. The surgery held a small ceremony with Healthwatch. Dr Singh thanked the patients who attended the ceremony.

Health education and Cancer screening

Razwana talked about the various health education events held in 2019. These were to encourage patients to attend for various Cancer Screening programmes, as well as self-care and wellbeing. Dr Singh talked about the importance of ladies attending Breast Screening invites.

Ann informed the group regarding the Hub purchasing two new FENO testing machines. Our Senior Practice Nurse Becky, will attend a training session and then use this new equipment to help diagnosis Asthma in children. Razwana talked about our HCA weekly walking group and encouraged the ladies to attend. Some ladies from the group already walk with Lorraine and will encourage family and friends to join.

The meeting concluded after 50 minutes.

Razwana Rafiq
Senior Receptionist