**Alum Rock Medical Centre**

**Wednesday 23.10.2024**

**Meeting Hall, Alum Rock Medical Centre**

**27-29 Highfield Road, Alum Rock, Birmingham, B8 3QD**

**Meeting Minutes**

**Attendees:**

**Sohail Younas (SY), Dr Irfan, Tariq Iqbal (PPG Chair), Hashmat Mahmood, Shahid Iqbal, Shabana Gul, Dr Syed, Muhstaq, Abbas, Arif, hanif**

**Summary Of meeting:**

1. **No action point from last PPG meeting**
2. **ALL PPG memebers given their opinion about PA/IP roles and advise that they feel less confidence while speaking to them, Dr Syed Shah agreed to increase GP sessions and decrease PA/IP for better care for patients**
3. **Discussed about staff members Zafar and Baljit recent complaints to CQC, practise has taken action and has suspended staff for further investigations. PPG members collectively reported concerns regarding Baljit’s behaviour with patients portrayed as rude, and not adhering to confidentialy and GDPR. Dr Syed Shah will be having a formal meeting in due time.**
4. **Dr Syed Shah presented building renovation proposal to PPG members, which has been approed by BCC. We are looking to start on-site construction by Jan/Feb 2025.**
5. **PPG members mentioned how front-line staff are not showing facial expressions like smiling, eye-contact and active listening. Sohail to discuss with reception staff.**
6. **PPG members advised to add feature on display borad to show if clinicians are running late.**
7. **Sohail shared surgery’s national survey 2024 where 22% find it hard to contact via phone and 24% find it easy to contact via website. Both these indicators are below national average percent. Practice has employed new reception staff to ensure efficient operations of the surgery, also practise manager has input a new phone system to eye on telephone traffic.**
8. **NEXT PPG meeting—agreed to held after new year time—January 2025**