## Dr B V Modi

# Canon Street Medical Centre

## 122 Canon Street, Leicester, LE4 6NL

**Minutes from Patient Participation Group**

**ZOOM Meeting held on Thursday 16th May 2024**

**Present:** Chair - Mr Mark Fitzgerald,

Dr B Modi,

Mrs M Modi,

Mr Mahek Jitesh,

Mr & Mrs Pankhania,

Mr Paresh Shah,

Mrs Nahida Gulmarrusal

1. Apologies from Geeta Sachdev who was not able to attend the meeting.
2. Mahek first showed the JoyApp. This website allows patients to directly connect with local services. It also allows health professionals to make easier recommendations for social care.
3. Mahek had posted earlier in the WhatsApp group the newsletter that we will be putting up on the website and on display. PPG happy with the newsletter.
4. Increasing members within the PPG group- Mark suggested he will create a poster to help with engagement. Mrs Pankhania also suggested that we should have a poster up at the front of the surgery one week before the meeting.
5. Dr Modi explained the status of the construction work and we are at currently and the new plans. There will be 2 extra clinical rooms at the back, as well as a staff room and a mini room for phlebotomy.
6. Mahek showed some of the feedback received from the Sunday clinics. Informed PPG that we plan on offering more weekend clinics for LTC reviews & vaccinations such as the flu.
7. Nahida joined the meeting at approximately 7:20.
8. Nahida explained who she is and what her role is within the practice.
9. Nahida gave some insight in to what she does within the practice and her future plans.
10. New staff member (Monika) has joined the practice-informed PPG.
11. Mukta informed PPG that we are not taking prescriptions over the phone.
12. Online registration- Mahek showed PPG the new process of registration which can be done via the website.
13. Mukta informed PPG that on Monday’s there will be two staff members taking calls to reduce the morning rush on that day. This is to help reduce the weekly calls we get.
14. Mahek informed PPG that the contact us page on the website had been fixed.

**Action Points**

ACTION: To put a display at the front of the surgery a week before the next PPG meeting to engage with more patients.

**Next Meeting Date:** 16.05.24