

## **Patient Participation Group Minutes**

### **Meeting held on Wednesday 6<sup>th</sup> March 2018 at 2pm-3pm**

Staff attended: Dr Maroju (GP)  
Helen Fountain (Practice Manager)  
Ellie Ryan (Operations/Deputy Manager)

#### **1. Introductions**

#### **2. Practice clinical staffing changes – moving towards a more diverse team to support patient needs**

- Dr Maroju talked through a presentation about our services and how the NHS is working towards expanding clinical and social teams to support patients' needs. Please see

#### **3. Patient feedback on practice services**

- We discussed the difficulties patients can have some times when trying to book appointments. We acknowledged these difficulties and explained that the practice, like many others, finds this a problem. We try to arrange our appointment system to suit as many of our patients needs as possible, however we have to work within the practice resources and available funds.

Luton CCG which comprises of all Luton GP Practices has acknowledged that there is a greater demand for appointments than is available. In order to expand accessibility Luton CCG have introduced extended access hubs (working from the Medici and Gardenia practice premises) provided by GPs and nurses working within Luton. These hub appointments with GPs and nurses can be booked into by speaking to one of our practice receptionists. The hubs run in the evenings and at weekends. Please ask at reception for further information.

You can also contact 111 to speak to one of their fully trained advisors who can arrange appointments for patients in one of the local Urgent Care Centres.

For minor ailments and illnesses patients can get advice and treatment from their local pharmacist.

Meeting ended at 3pm

**Next meeting date to be confirmed**

**Dr Martin Kunzemann  
Dr Mazhar Hussain  
Dr Sudha Maroju**