

Crompton Medical Centre

Date:	Monday 24 th November 2025		
Meeting:	Patient Participation Group	Minutes Taken By:	BM
Attendees:	Fahad (Practice Manager) Dr Ahmed (Principal GP) Dr Sakellariou (Clinical Lead GP) Bakhtawar (Admin) Dr A Khan (Patient) M Amayo (Patient)	Apologies	V. Maghsoudi C. Pepper

ITEMS	DISCUSSION / AGREEMENT / ACTION BY
Practice Updates	<ul style="list-style-type: none"> • New clinical staff- <ul style="list-style-type: none"> ○ Dr Sakellariou introduced as clinical lead ○ Dr Siddiqui- 4 sessions ○ Nurse Rocini will be working 2 days from Dec/Jan • Increasing accessibility to clinical staff, esp HCA and Nurse • Roles of care navigators- supporting cancer patients, social needs
Access & Appointments	<ul style="list-style-type: none"> • 50% of GP appointments available for routine booking vs 50% same day appts • Booking methods: through NHS app, Patches, Call Reception <ul style="list-style-type: none"> ○ ?Online accessibility is limited for elder/less abled patients -> patients can call surgery for appointments ○ No limit on Patches requests- requests are actioned within 48 hours (Local recommendations are within 72 hours) • Telephone vs Face-to-face appointments slots equally available • Hub appointments- booked by surgery staff to increase patient access
Communication with Patients	<ul style="list-style-type: none"> • Active recalling for NHS Health checks, Diabetes checks • Carers- identified and texted so they are also cared for. I.e. if social input is required, ?any safeguarding concerns • Health Promotion Events- made available on Noticeboard, and working to be added to website
Health Promotion	<ul style="list-style-type: none"> • Proposal- <ul style="list-style-type: none"> ○ Patients new to the country may not be health educated on vaccines, smears, screening tests ○ Doctors actively checking screening outcomes ○ Day clinics for certain health conditions? Flu campaign? • Low smear attendance- campaign to tackle this, working with local charity/ RM partners to arrange 'Open Day' for walk in service/ addressing concerns • Medication compliance in patients with high blood pressure/ diabetes patients? • CKD patients monitored annually with BT
AOB	<ul style="list-style-type: none"> • Nominated chair- Dr Khan • CQC- Both patients have consented to being contacted by CQC, if needed • Accessibility in contacting Care Navigator? • NHS app- encouraging patient use

Action Plan:

BM to contact more patients to participate in PPG

