

<b>Present:</b>	Angela Gordon (Chair) – AG Hashim Duale – HD Suhel Haroon – SH Dr Mohammed Islam (Practice Manager) – MI
<b>Chair:</b>	Angela Gordon – AG
<b>Minute taker:</b>	Dr Mohammed Islam (Practice Manager)
<b>1. Introductions</b>	MI welcomed all present to the meeting.
<b>2. Apologies:</b>	Suhel Haroon
<b>3. Minutes from last meeting:</b>	N/A
<b>4. Matters Arising not covered elsewhere</b>	N/A
<b>5. Staff overview</b>	<p>MI reported that the practice has successfully recruited two salaried GPs and one practice nurse this year. While we recognise that patients often struggle to get appointments, this demonstrates our commitment to improving patient care behind the scenes. Our practice possesses a diverse team of clinicians, including paramedics, First Contact Physiotherapists (FCPs), Pharmacists, and Physician Associates. Patients do not always need to see a GP, as our highly experienced reception team can direct them to the appropriate care provider. MI added that a news update was posted on the website on April 18, 2024, which includes a useful video for everyone to view.</p> <p>Humberstone Medical Centre serves over 11,500 patients, making it challenging to meet everyone's medical needs. However, we continually strive to improve our services. Recently, we introduced an online consultation system called AccuRx, accessible via our practice website. This system allows patients to address both clinical and administrative matters without needing to call the practice or wait in line of queues. The service for administrative queries is available 24/7 throughout the year. Any submitted queries are promptly sent to the practice and regularly monitored by our admin staff, who aim to respond within 2-4 working days.</p> <p>AG inquired about ways to enhance the patient experience. MI suggested that educating our patients is crucial, which can be achieved by organising an annual PPG (Patient Participation Group) meeting. Additionally, MI mentioned that the PCN (Primary Care Network) Social Prescriber frequently hosts coffee meetings with all PCN patients. Our PCN comprises five practices. MI will discuss with the PCN Social Prescriber the possibility of AG attending the next meeting on June 24.</p>

<b>6. Website usage</b>	MI browsed the Practice website with the members and highlighted a few posts available on it. AG inquired whether there is a way to track the number of patients visiting the Practice website. MI will provide an update on this in the next meeting.
<b>7. Language issues</b>	HD mentioned that he had some issues with one of our reception staff due to his accent. He feels fortunate to understand the NHS system, which makes it easier for him to explain his needs, but this isn't the case with the majority of the patients. However, he noted that sometimes our staff are not prepared to listen to patient queries. MI asked him to provide the details of the specific staff member involved so that the matter can be addressed appropriately and to determine if any training is needed.
<b>8. Date of next meeting</b>	To be confirmed later

**The meeting closed at 4.15 pm**