

BEDFORD STREET SURGERY & FURZTON MEDICAL CENTRE

PATIENT PARTICIPATION GROUP (PPG)

MINUTES OF THE MEETING HELD ON 10th MARCH 2026

AT BEDFORD STREET SURGERY 12:30hrs to 14:00hrs

Members Present:

Bedford Street: Mike (Chair), Roger (Minute Secretary/Treasurer), Caroline, Brighde, Cath.

Furzton: Jenny F.

Apologies: Terry (Vice Chair), Jenny B, Trevor.

Non-Attendees: Anne.

AP: Roger to contact Anne regarding her position as a PPG member.

Practice Representatives:

Tracy (Practice Manager).

Apologies from Dr Jahngir who was on leave.

(1) Welcomes & Introductions: (Mike)

Mike (Chair) welcomed all to the meeting. Introductions were made.

A welcome to guest Mike (W) whose role is an Urgent Care Practitioner but also has a dual role as a Prescriber Nurse Practitioner.

With the meeting's approval it was agreed to re-arrange the agenda to allow Mike (W) a time slot.

Mike (W) outlined a new system **Accurx Scribe** that is being used during patient consultations. This is a voice software that transcribes conversations and records them on the patient's clinical record. This assists the GP and Clinician as they are not distracted from the consultation by having to take their own notes. The GP/Clinician reviews the notes and make any amendments necessary, deleting the recording at the same time.

AP: Tracy will arrange for the full information to be posted on the Practice website with hyperlinks for further information.

Mike (W) was thanked for outlining the new system. It was agreed that a further meeting in the near future would be beneficial once we have a broader view of patients' experiences.

The PPG noted that they would have liked to have been made aware of the new system roll out.

Notices are posted on consultation room doors informing patients of the new system and their choice option to opt out of the Accurx Scribe system if they wish.

For further Accurx Scribe information please refer to the practice website:

On the first information page scroll down to the bottom. Please see Latest News and expand if you wish. Or speak to reception.

The meeting reverted to the main Agenda.

(2) Approval of the Minutes of the meeting held on 11th November 2025: (All)

Accepted as a true record. Proposed Jenny F, Seconded Cath.

(3) Review of Actions/Matters Arising:

Nothing outstanding from the PPG.

Tracy recently reported previously that there had been issues with hospital letters and reports being duplicated.

Tracy Advised that our practices do not seem to have been affected and this issue seems to have been resolved.

(4) Practice Developments and Updates:

(Practice Manager & GP Representative)

It was noted that Dr Stranks is retiring.

The PPG requested Tracy pass on our thanks to Dr Stranks for her help and support and send "Best Wishes" for her retirement.

The GP Duty Roster has been revised:

Dr Ullah (Male) Thur and Dr Jahngir (Male) Tue

There will be 3 new GPs in post -

Dr Rehman (Male) Mon -Thur

Dr Essilfie (Female) Tue/Thurs/Fri

Dr Bashi is returning (Male) Mon/Tue/Wed

The remaining GPs are Dr Masha (Female) Tue/Wed/Thurs

Dr Fitzjohn (Male) Wed/Thurs/Fri

Tracy informed the PPG that they have received good reviews regarding Dr Rehman's appointment.

A question was raised regarding appointment booking.

AP: Tracy will seek to provide information as to the ratio between telephone requests, pre-booked online appointments, and the online request forms.

It was suggested that where the GP Representative is unavailable for meetings that a deputy be identified to substitute for the GP.

AP: Tracy will feed back to the Practice.

It was suggested that another medical staff member or admin staff member attend as in the past.

Tracy requested that where there are medical related items to be raised, prior notice should be given to the Practice

(5) External Meetings Attended: (All)

There were none.

(6) AOB:

Caroline raised the point that the radio in Bedford Street Surgery reception can be rather loud at times and queried the choice of radio programme.

Tracy accepted that this can be difficult and other feedback had been considered. It was noted that it was acceptable for patients to turn the radio volume down.

Secondly, whilst waiting on hold on the telephone system the announcements are rather repetitive.

AP: Tracy acknowledged that this is a system feature but will make enquiries with the provider.

The PPG AGM date was discussed. It was suggested an April date. Members to make enquiries as to a suitable alternative venue as Tracy's office is too small for the larger numbers anticipated attending.

AP: Roger and Cath.

The Meeting closed at 13:55.

Dates of next meetings: All at Bedford St. Surgery on 2nd Tuesday in the month at 12:30.

12th May

14th July

8th September

10th November