

## **Patient Participation Group Meeting**

**Monday 17<sup>th</sup> November 2025**

### **In Attendance:**

**SQ JB JG RS SB BH YP RH JM AS CS ME SE BM**

### **Introduction**

JB welcomed everyone and thanked them for attending. BM introduced herself to the group and informed members of her history as a retired head teacher working with Walsall Council for the last 25 years within Health and Social Care and Mental Health services. She expressed she was grateful to be invited to the group and feels it is an important link between patients and the surgery. RS apologised for not attending the previous meeting on 01.09.25.

### **Practice Changes**

Since our last meeting we have had a new ARRS (Additional Roles Reimbursement Scheme) GP Dr Syed Abu Bakar join the practice working 3 sessions per week until the end of April 2026. The government scheme funds a newly qualified GP to support practices. Dr Abu Bakar has 17 years' experience at Manor Hospital as a Paediatrician and this experience will be a great asset to the practice.

### **Building**

Front Doors: since our last meeting the new front doors have been fitted, decorated and carpeted however are still out of us. RS has written to NHS Property Services to express the safety concern and disappointment over the delay. He explained a fire risk assessment is outstanding and also that an emergency push button needs to be fitted. JB to contact Property Services for an update.

Safety barrier BM will contact Councillor Matt Ward as we have not received contact from him since he acknowledged our email 08.09.25.

Blind spot mirror: needs realigning, JB will report to Property Services

Zebra crossing on Pinfold Street concerns were expressed again about cars not stopping. ? bill boards and the untidiness of the area being a distraction. BM will discuss with council.

### **Violent patients**

A recent situation was discussed at length regarding an unhappy patient who came to the surgery and was swearing, aggressive and threatening to a staff member. He caused harm to himself by head butting with force the glass screen on reception. The Police were called and he decided to leave the health centre before they arrived. He has been removed from our list and been allocated to a GP Surgery in Leamore by NHS England.

CCTV was discussed and the fact we are unsure which cameras are working and what can be seen/heard. JB to enquire with Property Services.

**Any other business:** BM advised of a Mental Health First Aid Training course she had attended which helped with gaining a perspective and confidence when dealing with MH patients. BM will share details of further courses with JB. She highlighted that Mental Health and Social Care issues are prevalent and patients are not attending monitoring regularly or not taking prescribed medication.

JB shared that the surgery is being supported by an 'NHS England Facilitator' who supports the surgery in various ways to improve review our systems. She had pleasure reporting our average waiting time for calls to be answered is 45 seconds which is excellent.

Recorded message on phone system was raised by RS and we are aware the message needs to be changed and are working on a script to send to the programmers.

Feedback text message system not working, error message raised by RS. This has been reported to NHS Digital.

Prescriptions were discussed and good/bad service received depending on the pharmacy.

Name badges requested by RS for future meetings. Agreed to identify group members by name stickers in future meetings.

Next meeting : TBC

We wish you all a merry festive time and look forward to seeing you in 2026.

