

HARLEQUIN SURGERY

PPG AGENDA

Date: Wednesday 01/07/2026

Time: 1:30pm-14:00

Location: Harlequin Surgery

1. STAFF UPDATE

Discussed new staff and roles.

Partners: Dr R Begum & Dr S Sidhu

Trainee Registrars rotate every 4 months and at present we have the following:

Dr L Abulhassan Fe - will train to become a GP

Dr S Hussain Male - will train to become a GP

Dr N Mahmood Male - will training to become a hospital doctor.

Other staff:

Salaried GP – Dr S Shinwari

Recruited long term doctors

Receptionist

Prescription clerk

Practice Pharmacist

2. ACCESS TO GP PRACTICES

Discussed Harlequin Surgery opening hours and how access has changed.

NHS England published changes last year to the GP Contract. They require for clinically urgent patients to be dealt with on the same day. We need to show how appointments are mapped out. They have access to our dashboard. Therefore Triage works better for the clinicians and patients.

PPG members like the Triage system and they feel it's a fair system.

3. PROCESS

We discussed the changes being made to our internal processes.

Patients who are assessed as **urgent** during triage will receive a telephone call on the same day.

Patients triaged as **Amber** or **Green** will instead be sent a booking link, allowing them to arrange an appointment at a time that is convenient for them.

Healthcare Assistants (HCAs) will now telephone patients before carrying out a home visit to confirm that the patient will be at home, ensure the proposed time is suitable, and provide an opportunity for a carer to be present if required.

Changes are also being made to the repeat prescription process, with a more robust system being introduced to help ensure patients receive their prescriptions on time.

The PPG group was asked whether they had experienced any difficulties with these changes. The response was that they had not.

4. NHS APP

The group discussed the NHS App and the benefits it offers to patients. The app enables patients to book and manage appointments, order repeat prescriptions, view parts of their medical record, and access a range of NHS services online. Patients were encouraged to use the app where possible, and support is available for anyone who requires assistance with setting it up.

5. AOB

- Recruitment for Salaried GPs'

Members were informed that the practice is actively recruiting additional salaried GPs. Increasing the number of salaried GPs will improve continuity of care for patients, allowing them to see the same doctor more consistently. It will also provide greater stability for the practice and support the delivery of high-quality patient care.

6. DATE OF NEXT MEETING

Next meeting September 2026