Dr K. R. Jeyarajah, MBBS, LRCP, LRCS, DPD

Dr K. Jeyarajah, MBBS, DRCOG, DFFP

Tottenham Health Centre

759 High Road

Tottenham

London N17 8AH

Tel: 0208 493 1630

nclicb.tottenhamhealthcentre@nhs.net

Patient Participation Group Meeting

Date: 23rd November 2022

Time: 13.30 – 14.30

Agenda

1. Introduction
2. Practice Development:
3. Staff roles are evolving
4. Additional space is needed – downstairs room is added to accommodate capacity of consulting needs.
5. Telephone triage followed by F2F or telephone consultation
6. Discussed to encourage e-consultation, electronic use to request prescriptions, accuRx way of sending pictures of rashes, skin lesions and etc.
7. Positives & negatives
8. Dr I V Llewellyn’s presentation on:
9. Health and wellbeing
10. Stress and blood pressure
11. Any other business
12. Meal & drinks

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Attendees Names:

• Ms Monika Trajdos

• Mr Ali Ziari

• Ms Lucille Smith

• Mr Vedat Coskun

• Ms Peggy Baker

• Mrs Nevin Polat

• Mrs Fatma Tavsanci

• Mr Okkes Tavsanci

THC Staff:

* Dr K R Jeyarajah
* Dr K Jeyarajah
* Dr I V Llewellyn
* Mrs Y Ozcan
* Miss B Thambipillai
* Mrs C Sebastian
* Ms V Jayananthapavan
* Mrs S Kulendran

Minutes

Dr K R Jeyarajah introduced and welcome everyone.

Patients participated with enthusiasm.

PB stated she finds difficulty using digital technology, so she would rather use the phone / attend surgery in person.

MT is happy with accuRx messaging and responding back when there is a need.

OT found using email for queries very helpful.

All found the waiting time is not an issue.

Some patients with language difficulty are using A & E more than the surgery to overcome their difficulties, this is not satisfactory.

Everyone participated in Dr Llewellyn’s presentation and thanked her.