



PPG Meeting Minutes

Date: Thursday 2nd October 2025 at 15:00

Location: The Sanctuary, Tangmere Dr, Birmingham B35 7PX

Attendees:

- Imran, Dr Zaman, Mark Rogers, Deborah Pink, Emma Duggins, Anne O'Regan, Jeanette While, Michael Hemmings

1. Welcome and introductions

- All attendees were welcomed and introduced to the group - *Dr Zaman*

2. Meet the practice team and their roles

- The current staff list and roles were explained, outlining both the clinical and non-clinical structure of the team - *Imran*
- Michael Hemmings asked about Dr Zaman's role. Dr Zaman explained his responsibilities as GP Lead - *Dr Zaman*

3. Online services: medical queries, prescription requests, and non-medical queries (08:00 - 18:30)

- The new NHS contractual requirement was explained to the PPG group, including the need for the practice to provide online non-urgent clinical and non-clinical forms during core hours with no limits - *Imran / Dr Zaman*

4. Launch of the new practice website

- The practice launched a new website this year. The site has been redesigned to be simpler, more user-friendly, and aligned with NHS style and standards - *Imran*

5. Review of patient feedback

- Google Reviews: Earlier this year, the practice rating was around 2 stars. The team recognised this did not reflect the service provided and took steps to improve this. The rating has now increased to 4.6 stars - *Imran / Dr Zaman*
- GP Patient Survey: Results were explained. The practice scored well compared to ICS and national results. Results are publicly available at <https://www.gp-patient.co.uk/>. Areas of strength and areas for improvement were discussed – *Imran*
- Shah Zaman Surgery was featured in Birmingham World as the 11th best GP surgery in Birmingham.

6. Any Other Business (AOB)



- No other business discussed.

Next PPG meeting: Thursday 2nd April 2026