## Dr B V Modi

# Canon Street Medical Centre

## 122 Canon Street, Leicester, LE4 6NL

**Minutes from Patient Participation Group Meeting**

**held on Tuesday 23rd June 2020**

**Present:** Chair - Mrs Walker (JW), Dr B Modi (BVM), Mrs M Modi (MM), Ms Kirti Thakar, Mrs L Hubbard, Mrs H Taylor, Mr J Patel, Mrs Y Khimji, Mr S Ahmed, Mrs S Kanani and Mr G Sachdev

1. Apologies were received from Mr M Fitzgerald, Mr Bhavesh Sanghani, Mrs Mira Thakrar, Mr Dilipkumar Sachdev, Mr Paresh Shah
2. Advice by Mrs Walker, TV to be updated with information on COVID19 in different language.
3. New ways of working introducing -**Engage** where patient can communicate with surgery for online consultation with doctors, requesting sick notes and medications, any admin enquiries.

#### AccuRx- Patient communication for healthcare professionals whether you’re a Doctor, Nurse, Physiotherapist, or Administrator, sign up for free to video call or message your patients.

1. Prescription request are now taken over the phone during this period.
2. Thank You card for Dr Allen before he finishes his training as he has been an extreme support towards patient care.
3. Name of staffs list to be updated on notice board.
4. Patient should be informed if they are booked with Pharmacist/Physiotherapy/Social Prescriber.