

MINUTES OF PPG MEETING AT DOCTORS P L KAUL, S KAUL AND DOCTOR G K GILL
NEW ROAD M.C.
PARK VIEW CENTRE
BROWNHILLS
22.08.19

ATTENDEES: Marie, (Co-ordinator), (Reception Staff) Emma, (Practice Nurse) Charlotte Dr S Malhotra.

Members

A S, W M, C M, D S

APOLOGIES: A B, S B, I G, N G, K B, Dr P L Kaul & (HCA) Lea

MINUTES FROM PREVIOUS MEETING:

READ AND APPROVED

FEEDBACK FROM LAST MEETING

NO FEED BACK FORM LAST MEETING

ANY OTHER BUSINESS

It was discussed in today's meeting, patients buying over the counter medications, members agreed to this, but felt this was slightly unfair to those patients who have a pre-payment prescription card. It was agreed between the members that patients who don't pay for Prescriptions should purchase over the counter medication.

Members commented that Dr S Malhotra was a great Doctor with good communication skills with the patients.

All members commented they felt that the Practice Nurse should be wearing a Specialist Nurse uniform, wearing a red belt, this shows to be more professional towards patients, more so especially when the Practice Nurse is mentoring students whilst in clinic times, patients can get confused to whom they will be seeing if our Nurse isn't wearing the correct uniform. Most felt that reception staff should also be in uniform.

Members commented that on the wall sanitiser's are a good idea.

All members commented that they are happy and confident using the WALDOC Extended GP Services, now that the Practice is sub-contracted.

Friends and family July report was discussed, all happy.

All members commented that the new TV screen in reception is working well and is a good idea, but felt that the patient's full name shouldn't be displayed for others to see, this is not confidential.

One member reported that whilst looking at our Practice Website; felt that some of the practice staffs full names shouldn't be displayed, for our own safety. One member commented as to why some staff didn't have full names only forename. Practice post code is still incorrect on our website.

All commented the car park needs re painting clearing with Disabled and PCT parking spaces.

Members commented that the Wednesday and Thursday early clinic are satisfactory, but the only issue is if the patients have to return the same day for a prescription.

Members commented that the clinic room's downstairs need to be re numbered clearly as in Room 1 and Room 2 and changed on the TV Screen.

Most commented that the Practice is to their satisfaction and are happy with the service provided. There are no major issues at present.

DATE OF NEXT MEETING: 05.12.2019