**PATIENT PARTICIPATION GROUP MEETING**

**DR S K VIJ & PARTNERS**

**11th July 2022**

**Present:** Dr A Sen – Chairman

 Mrs Dorothy Robinson

 Mr George Zvirbulis

 Loretta Ezikwa – Business Manager

 Janet Beason – Practice Manager

**Introductions:** We have not had a meeting for quite a while and the meeting started with introductions. The meeting is open to all patients from the three surgeries. Dr Sen attends Ednam Road surgery, Mrs Robinson attends Pendeford Health Centre and Mr Zvirbulis attends Whitmore Reans Health Centre. All our surgeries were represented at the meeting today.

We have informed patients, via posters, verbal etc at the three surgeries of the forthcoming meeting but have had no responses, it is hoped we can encourage more patients to attend. Mrs Robinson and Mr Zvirbulis attended our meetings before the Pandemic.

Dr Sen informed Mrs Robinson and Mr Zvirbulis of the work of our Hub, which is Total Health Primary Care Network. He informed them of the surgeries which are part of the Hub and how they help with the patient care of all the patients at all the surgeries, especially at weekends and bank holidays. We have different surgeries open weekends and patients are informed by telephone messages, looking at NHS Choices or the surgery websites who is open at that particular weekend/holiday. This led to a discussion regarding the message on the telephones, not everyone having access to technology and some older patients not understanding how to use computers etc. Is there enough information on the telephones for our patients?

**Management is to listen to the messages on a regular basis to ensure the information is easy to understand for all.**

Dr Sen also explained about the Health Scrutiny Committee Council who have had two meetings since January. This Council have been finding out how surgeries answer telephones and the time taken to answer.

**Framework of future meetings**. Every surgery should have a framework to work by, perhaps in different forms as could be a high membership or low membership on the PPG Groups.

The Framework looks to improve service of the surgeries, some may look at the complaints. This will be discussed at further meetings.

**PPG membership** – A PPG has a chairperson and other officers e.g., secretary and treasurer if applicable. We presently have an excellent Chair but need further members to join us to take on roles. It is hoped we will get young people in the future to join us as well as other ethnic groups. We could perhaps in the further have a What’s App Group or exchange email address if people are happy with this. Technology can be daunting to some people and they are less confident to use some methods.

**Appointments** – Mr Zvirbulis said he has never had a problem making an appointment however he lives local and calls in the surgery when necessary. When using the telephone to make appointments this is when the difficulties start, patients cannot get through and when they do appointments are gone for the morning or the patient has to call again in the afternoon. The potential problem for the patient of telephoning again in the afternoon was discussed, not everyone can do this if they are at work etc. However it is important for the running of the surgery we do keep an allocated amount of appointments available in the afternoon for patient care.

**Telephones** - Our telephones are automated, press 1, press 2 etc. this can cause frustration for some patients. We are aware of this and are trying to improve the telephone system. It is a new system and we have had a few complaints which we have addressed as soon as we possibly can.

Mr Zvirbulis and Mrs Robinson have been with the Practice many years and both are very happy with the care they are given. Mrs Robinson did have an upsetting experience recently with a clinician who was new. The clinician did not introduce themselves and carried on looking at the computer**. This will be addressed at the Clinical meetings.**

**Services for patients –** We discussed the services the Practice provides. Choose and Book, Cancer Care etc. We have a good Cataract service at Pendeford which patients have found to be excellent and they have been pleased with the care given.

Dr Sen is going to a Primary Care Meeting this afternoon where improvement of care for patients will be discussed.

We are hoping that more patients, and or their carers will attend our next meeting which will be arranged in about 2-3 months.