

Dr S.K.Vij, Dr A.Vij & Dr S.T.Rikhi
Whitmore Reans Health Practice
Lowe Street
Whitmore Reans
Wolverhampton
WV6 0QL
Tel No: 01902 421679
Fax No: 09102 445407

Patient Participation Group Meeting Minutes on 23rd April 2013

Present

Dr R Mohindroo (GP – RM)
Krishna Devi (Administrator – KD)

Apologies

Dr S K Vij (Senior GP - SKV) Mr Suresh Carthigasu (Practice Manager – SC)
Mrs Inderjit Sidhu (Administrator – IS)

5 Patients attended the PPG Meeting, Mr Zahid Hussain Shah (Whitmore Reans), Mr Zulfiqar Din (Whitmore Reans), Margaret Poole (Ednam Road), Cyril Gregory (Ednam Road), Granville Smith (Pendeford).

Dr Mohindroo welcomed Patients.

Introduction

Everybody introduced themselves at the meeting. Patients attended from Pendeford, Ednam Road, and Whitmore Reans.

Mr Granville Smith (Pendeford)
Mrs Margaret Poole (Ednam Road)
Mr Cyril A Gregory (Ednam Road)
Mr Zulfiqar Din (Whitmore Reans)
Mr Zahid Hussain Shah

Discussion

Review of Topics rose from previous meeting

Accessing Appointments

Ednam Road, Mr Gregory stated the telephone lines are a lot more controlled,

Pendeford, Mr Smith said there are no problems with telephone connection at Pendeford, appointment systems are well controlled and improved. There needs to be more confidentiality in Reception, you find when reception staff answer the telephone or having one to one conversations, other patients are able to hear all discussions.

Whitmore Reans Telephones System; Building work has been completed, but there is a delay in connection of the telephone system, Practice Managers are more aware of the connection date. There is a very big concern in Whitmore Reans regards to patient getting through to book appointments and for queries, more lines should be installed.

Building Work

Whitmore Reans - Mr Shah said there is a big improvement in the reception area as you find it has a warm feeling and is more private. Patients are happy with the area, but more work needs to be done in educating the patients to stand back due to lack of confidentiality in reception, also the self-check in needs to be allocated to another part of the waiting area as it is in the way of patient queuing for reception.

Ednam Road– Building work will be commencing shortly, Mr Z Shah is involved in meetings with the building regulators to get permission for the Disability assess at the main entrance of Ednam Road.

At the end of the meeting all members decided a poster needs to be displayed in all three sites to encourage younger patients to attend the meetings for new ideas.

All members were thanked by Dr Mohindroo for their time and contribution.

Summary:

Key areas were identified where practice could improve.

- Instalments of new telephone system to improve assess.
- Appointment access.

Date of next meeting Tuesday 13th August 2013 at 12pm