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Whitmore Reans Health Practice
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Patient Participation Group Meeting Minutes on 13th August 2013

Present

Dr S K Vij (Senior GP - SKV) Mr Suresh Carthigasu (Practice Manager – SC)
Mrs Inderjit Sidhu (Administrator – IS) Margaret Poole (Ednam Road), Cyril
Gregory (Ednam Road), Granville Smith (Pendeford).

Apologies

Dr R Mohindroo (GP – RM) Mr Zahid Hussain Shah (Whitmore Reans), Mr
Zulfiqar Din (Whitmore Reans),

3 Patients attended the PPG Meeting, Margaret Poole (Ednam Road), Cyril
Gregory (Ednam Road), Granville Smith (Pendeford).

DR S.K. VIJ welcomed Patients.

Introduction

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

Mr Granville Smith (Pendeford)

Mrs Margaret Poole (Ednam Road)

Mr Cyril A Gregory (Ednam Road)

Discussion

Review of Topics rose from previous meeting

New Telephone System and Accessing Appointments;- Ednam Road
system will be fitted once the building work has been completed. Mr Gregory
said sometimes there is a delay in answering calls. Dr Vij will discuss with
staff but stated once the system has been installed the calls will be monitored.

Dr Vij – There will be a female GP at Ednam Road on a regular basis, at the moment female patients are sent to Whitmore Reans if they are uncomfortable seeing a male patient.

(Mrs Poole) it would be nice to see the same Doctor at the surgery, as they get familiar with the patients and patient get familiar with the GP.

(Dr Vij) The reason we have various Dr's at the surgery is we find that they bring their specialty in to the place which helps the practice.

Pendeford- No problems with the telephones, but we are having problems when requesting prescriptions, we are always short on medication, and sometimes items are missing off the prescription.

Building Work- Ednam Road – (Mr Gregory) The staff are very good working in the bad conditions at Ednam Road, as the building work is going ahead. Also the patients are well informed of the work going on, there are posters put in place to notify the patient how long the work is going on for, and the place is kept tidy at all times. Dr Vij said it was not fair to close the surgery while the building work was going ahead as it would be difficult for some patients to travel to Whitmore Reans. All building schedule is running on time, work should be complete on second week of September.

Dr Vij was asked have there been any **complaints of congestion** due to lack of parking spaces near the surgery. (Dr Vij) There are no complaints at the moment, we have set out surgeries in a way there is an open clinic on Monday Morning, and so the rush can be stopped throughout the week. We are trying to put this in place as a permanent basis as we feel it is helping for the rest of the week.

Mr Smith mentioned the **Accident and Emergency crisis**, whether it is causing more pressure on the surgeries – Dr Vij explained this crisis is due to patient wanting a second opinion, some pressure is taken over by the walk in centres, this situation is very hard to handle. Pressure is increasing as we are finding the fully qualified doctors are leaving the country. We have had a copy of the practise profile policy from the Public Health Department which shows this is one of the most deprived areas the life expectancy has gone from 74.5% to 80.5%, people are living a lot longer the care of the National Health has got better.

Practice Manager Mr Carthigas asked all members if they were familiar with the **CQC (Care Quality Commissioning)** this is like a Health Watch Dog. They keep a close eye on the GP practices; they visit each practice every two years, sometimes only giving 24 hours' notice of the visit. Also one of the criteria's is they will contact two people from PPG meetings to see if they have any issues they wish to bring up with the CQC. All members were happy to help with any issues.

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 Vij for their time and contribution.

Summary:

Key areas were identified where the practice could be improved.

- Building Work
- Appointment access and Telephone Systems

Date of next meeting Tuesday 5th November 2013 at 12pm