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Patient Participation Group Meeting Minutes on Tuesday 25th February 2014.

Present

Dr S K Vij (Senior GP - SKV) Janet Besant (Practice Manager - JC) Mrs Inderjit Sidhu (Administrator – IS) Margaret Poole (Ednam Road), Granville Smith (Pendeford).

Apologies

Dr R Mohindroo (GP – RM) Mr Suresh Carthigasu (Practice Manager – SC) 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)

Discussion

Review of Topics rose from previous meeting

Building Work at Ednam Road

Dr Vij- Building work is coming to an end at Ednam Road (Mrs Poole) We are happy with the surgery feels very clean and the entrance into the building and the consultation rooms are very good.

Car Parking;-

(Mrs Poole) parking at **Ednam Road** is a problem sometimes, as all patients do try to park in the disabled parking, it is sometimes congested on the road first thing in the morning, there are not enough car park spaces.

Dr Vij- Yes spaces are a problem, but to help the patients we have staggered the surgery so there is not much congestion at peak time.

Pendeford;- (Mr Gregory) The car park at Pendeford has always been a problem again not enough spaces and a lot of congestion.

Flu Clinics-

Dr Vij Ednam Road- Flu clinic was held once a week; Nurse Julie did 90 injections on one session. **Whitmore Reans** Saturday clinic were held.

Pendeford- each day 10 patients were booked for the Dr's and clinicians.

Accident and Emergency crisis (Dr Vij) – There is still a major problem with the Accident And Emergency Department, The government is looking into a pilot scheme, there will be 10 sites, 11-12 practises will be joined together – north/east- north/west, the sites will be opening 8am – 8pm as well as the surgery in the week to cut down all the visits at Accident and Emergency's. The A&E Department find 59% of patient that attend are minor cases, 10% do not wait to be seen.

AOB

(Mr Smith- Pendeford) We find problems with **prescriptions**, sometimes items are missing, and not everything is prescribed at one time. **(Dr Vij)** We will look in to this; we do offer the patients Repeat Dispensing, when the items are ordered together by the pharmacy, the surgery will supply a six month prescription, which is then delivered to the patient every two months. Mr Smith was happy for this.

Ednam Road;- (Mrs Poole) Very happy with everything the girls are very polite, prescriptions are not a problem, very happy with the service.

CQC Visit- (Janet Besant) we will be having a visit soon at the surgery from the CQC, they are requesting for the names of patients who attend the PPG meeting, she asked if the patients are happy to be contacted, they will be asking for your opinions and how you feel regards to the service we provide. **(Dr Vij)** We find these visits very helpful, it helps us a lot with the running of the surgery as they advise us whether changes should be made.

Jayex System – There will be Jayex system installed at Ednam Road and Pendeford, which is a self-arrival system, we already run one at Whitmore Reans which help us cut down the queues.

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
- Jayex System

Date of next meeting Tuesday 20th May 2014 at 12pm