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**Patient Participation Group Meeting Minutes on Tuesday 10<sup>th</sup> February 2015.**

**Present**

Dr S.K. Vij, Janet Beason (Practice Manager - JB) Mrs Inderjit Sidhu (Administrator – IS) Dorothy Robinson (Pendeford) Cyril Gregory (Ednam Road) Margaret Poole (Ednam Road) Gurdev Rai (Whitmore Reans)

**Apologies**

Dr R Mohindroo (GP – RM) Mr Suresh Carthigasu (Practice Manager – SC) Mr Zulfiqar Din (Whitmore Reans), Zahid Hussain Shah(Whitmore Reans) Granville Smith (Pendeford) will not be attending further meetings.

4 Patients attended the PPG Meeting, Dorothy Robinson (Pendeford) Cyril Gregory (Ednam Road) Margaret Poole(Ednam Road) Gurdev Rai (Whitmore Reans)

**Janet Beason welcomed Patients.**

**Introduction**

Everybody introduced themselves at the meeting.

**Discussion**

**Review of Topics rose from previous meeting**

**Building Work at Ednam Road**

**Janet Beason-** Building work is all complete. We have been getting good remarks from the patients regards the work being carried out, patients are happy with the front Entrance for wheelchair patients also beneficial for pushchairs. NHS England came to see the premises they were very happy with the outcome, this inspection is to help the surgery go forward . Patient from the Pendeford and Whitmores have said the surgery looks very clean.

**Pendeford (DR Vij)** Mr Smith mentioned on the last meeting he was having problems in ordering prescriptions, The system is working a lot better now, as prescription are no longer taken over the telephone due to misinterpretation from the patients and the reception staff are issuing the wrong items, now the orders are taken in writing from the pharmacy or by the patient.

Dr Vij – We find new doctors that join the practice like to stay as Locums. Locum GP do not want to work more than 40 hours a week they do not give enough notice for annual leave, they are not happy to do late surgeries, there will be a bigger crisis, as there are more and more lack of appointments available.

**Appointments;- (Dr Vij)** Appointments are always a problem, we find on a daily basis we are blocking of a GP for appointments on the day bookings, which we find is still not enough, as all patients state they require an urgent appointment. The work is increasing more and more, and is very hard to cater for all patients, we are over loaded with work, patient are demanding more and more.

**Whitmore Reans (Gurdev Rai)** I would like to say the Doctors are very good, their main priority is the patient and medicine, the economy has mad to many cuts which is making harder and harder, I am very happy with the surgery it is clean. I find due to the high demand there is always a queues at Whitmore Reans. (Dr Vij) - Due to the queues we now have two windows open and if need be if there is a queue we have advised the reception staff to open the third window. We need extra staff for the demand; there is a lot of work coming our way from the hospital e.g. referrals (Gurdev Rai) it is very difficult to get through on the telephone sometimes it takes me half an hour to get through. (Dr Vij) – Telephone calls are now being monitored, we have had new phones in stored and all the call are being audited and monitored.

(Cyril Gregory) Ednam Road –Getting through on the telephone is a lot better now, we were told there is an extra line now installed.

(Gurdev Rai) – The problem with this surgery there is limited resources, patient need to show more respect and responsibility. A sign should be placed on all the windows at reception, this will raise awareness.

**Significant Events-** We have a book for all significant Events we want to improve, any mistakes being made we want to rectify; this will be a learning curve for all.

(Ednam Road) – Have you got a suggestion box- (Janet Beason)- Yes we have a suggestion box at Whitmore Reans, there will be one organised for Ednam Road.

All members were thanked by Janet Beason for their time and contribution.

**Summary:**

Key areas were identified where the practice could be improved.

- Triage Service
- Prescription Service
- Appointments

**Date of next meeting Tuesday 12<sup>th</sup> May 2015 at 12pm**