

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 15th January 2013

Present

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

Apologise Dr R Mohindroo (GP – RM) Granville Smith Pendeford.

4 Patients attended the PPG Meeting, Mr Zahid Hussain Shah (Whitmore Reans), Mr Zulfiqar Din (Whitmore Reans), Margaret Poole, Cyril Gregory

Dr S K Vij and Mr Suresh Carthigasu 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

Dr S.K. Vij discussed there will be some building work commencing at Ednam Road surgery in the near future. Part of the changes will be the entrance way in to the surgery which will be allocated from the side GP room, the floor it self will be raised which will be of help to wheelchair and disabled patients. Doors will be widened and kept open for better assess.

Review of Topics rose from previous meeting

Accessing Appointments

Ednam Road, Mr Gregory stated all is satisfactory, no problems at present, very happy with the service. Had an appointment with the student Doctor, who was very pleasant and charming, we are kept up to date with everything.

Pendeford, Dr S.K. Vij relayed the discussion from the last meeting to all staff at Pendeford, saying there will be a call back system for all patients if no appointments are available on the day, the Doctor or nurse will receive the message and act on it accordingly.

DNA There is still a rise of DNA's at Whitmore Reans. The numbers are showing 80 DNA's in one week. New system has been put in place, where patients are getting text messages to remind them of their appointment, but recently there has been a fault in the system, Practice Manager and Emis software are looking into it. Mr Z Shah suggested that all GP should be talking to the patients making them aware of the protocols put in place of all patients that DNA. Dr S.K. VIJ stated all GP are will be advised to do this.

Whitmore Reans Nurses – Extra sessions have been allocated for practice nurses. There is a nurse available morning and evening every day. The branch surgeries are then able to book if required.

Self Checking; To cut the queues we find the self check is helping, but more patients will need to be educated.

Telephones; Delay in system as building work commencing at Whitmore Reans, Part will get update of installation.

All members agreed that these meeting are good idea, as Whitmore Reans is one of the most demanding areas. with different minorities of patients. Mr S Hussain stated you have a tough job on you hands. Dr S Vij said due to the demand, all doctors get a lot of satisfaction out of it, there is a turnover of 10%

All members were thanked by Dr S K Vij and Mr S Carthigasu for their time and contribution.

Summary:

Key areas were identified where practice could improve.

- Instalments of new a telephone system to improve assess.
- DNA's need to be monitored closely.
- Update on Nurse Triage Clinics

Date of next meeting 23rd April 2013 at 12:00 PM