

**Dr S.K.Vij & Partners
Whitmore Reans Health Practice
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Patient Participation Group Meeting Minutes on Tuesday 20th May 2014.

Present

Janet Beason (Practice Manager - JB) Mrs Inderjit Sidhu (Administrator – IS) Margaret Poole, Cyril Gregory (Ednam Road), Mr Zahid Hussain Shah (Whitmore Reans). Dorothy Robinson (Pendeford)

Apologies

Dr S K Vij (Senior GP - SKV) Dr R Mohindroo (GP – RM) Mr Suresh Carthigasu (Practice Manager – SC) Mr Zulfiqar Din (Whitmore Reans), Granville Smith (Pendeford).

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

Janet Beason welcomed Patients.

Introduction

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

Discussion

Review of Topics rose from previous meeting

Building Work at Ednam Road

Janet Beason- Building work is all complete, there has been a big change and revamp of the building since the takeover of the practice, Dr Mohindroo's consulting room has been moved down stairs. There is a consulting room next to the doctors consulting room which is now used as a minor op room i.e. injections. Staffs have been very good and have been contributing in helping to organise the Ednam Road surgery.

Car Parking;- (Janet Beason)- There is one disabled parking slot in the car park which patients find very helpful, otherwise due to the lack of space there is no area for improvement.

Flu Clinics- Janet Beason- The flu clinic will be commencing in September, it is a very busy period for all three practices, Saturday clinics will be held, for patients who are not able to attend in the week.

Pendeford- Brenda Robinson- All is well at Pendeford, no problems with anything, she said her medications have been sorted and can be ordered at the same time.

Triage Service- Janet Beason (Practice Manager)- Dr Mohindroo has started up a triage service at Ednam Road from 8.30am to 9am; this is for patients who need emergency appointment on the same day. **Feedback from the Dr's** they said it is cutting down a lot of appointments, as the Dr speaks to the patient over the phone and if need be they will then book them an appointment on the day. Dr Vij is in talks to do a trial at Whitmore Reans and Pendeford.

Jayex System- (Janet Beason) This is an arrival system which has lately been installed Pendeford and Ednam Road. This is to cut down on queues, it has been functioning at Whitmore Reans for a while, it has cut down queues considerably.

Visit from NHS England (Janet Beason) (practice Manager) we have a visit next week from the NHS England they will come in to check if all the policy's for the surgeries have been put in place.

AOB- Cyril Gregory (Ednam Road) The staff were very helpful to me last Christmas, there was a fire at my house, the girls were very good, dealing with getting emergency supply of my medications with getting emergency supply of my medications.

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
- Jayex System
- Visit from NHS England

Date of next meeting Tuesday 16th September 2014 at 12pm