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Patient Participation Group Meeting Minutes on 5th November 2013

Present

Dr S K Vij (Senior GP - SKV) Mrs Inderjit Sidhu (Administrator – IS) Margaret Poole (Ednam Road), Cyril Gregory (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)

Mr Cyril A Gregory (Ednam Road)

Discussion

Review of Topics rose from previous meeting

New Telephone System and Accessing Appointments;- Ednam Road

Dr Vij- There is four lines installed, 3 are for the telephones and the fourth line is installed for the fax machine. All calls are monitored now; it will show any

missed or unanswered call. **Mr Gregory-** was happy regards to this as on previous occasions the telephone calls are not picked up; he found it very hard to get through.

Whitmore Reans

Dr Vij -phone lines are a lot better, they are also being monitored.

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) Work is going very well, there were not many disruptions throughout, the only problem is parking spaces at peak time of surgery, there is one less space due the ramp on entrance to the building. Only 3 spaces available.

Pendeford- (Mr Smith) Parking has always been a problem, car park is always busy.

Flu Clinics- 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.

AOB- (Mrs Poole) Happy with the service overall, especially with repeat prescriptions. It would be nice if we are able to book appointments. **Dr Vij –** There is a good system running in Ednam Road Practice we are going to trial and may be place this system at the other two practices.

Accident and Emergency crisis (Dr Vij) mentioned he saw two patients today that were seen at accident & emergency, not happy with the service complaining that nothing was diagnosed, they only prescribed Paracetamol, But not realising what they went for was not an emergency and they should have attended the surgery in the first instance. There is pressure all around the Dr's are working around the clock, when they have finished surgery they still have plenty of work to do, i.e looking in to path reports and seeing hospital letters whether any action is required. Expectations are very high, more and more pressure is put on to the surgeries, but resources are shrinking, new doctors do not want to work full time.

Patient Care- There soon will be a new look into patients with high blood pressure, patient will be given 24hr monitoring machines to monitor how their blood pressure is and will be prescribed medications accordingly.

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 11th February 2014 at 12pm