

Dr S.K.Vij, Dr A.Vij & Dr S.T.Rikhi
Whitmore Reans Health Practice
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Patient Participation Group Meeting Minutes on Friday 5TH October 2012

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)

DNA Mr Ujjagar Deepak (Whitmore Reans)

3 Patients attended the PPG Meeting, apologies from Mr Gurdev Singh from Pendeford. Mr Zahid Hussain Shah (Whitmore Reans), Mr Zulfiqar Din (Whitmore Reans),

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)

Discussion

Dr S.K. Vij discussed regarding female Doctors, he stated that Dr Gujral is on Maternity leave; Dr (Mrs) A Vij is based at the Whitmore Reans Surgery. If any patients wish to see a female Doctor they can book at Whitmore Reans.

Opening Times Ednam Road are open all day, due to security reasons Whitmore Reans are unable to open all day.

Review of Topics rose from previous meeting

Accessing Appointments

Ednam Road, Everything is satisfactory, there are no problems, only one thing the waiting times for appointments is 2 days, a better system should be put in place.

Pendeford, Mr Smith said he has not been able to access appointment at certain times and have been advised to ring back later to see if any are available later on in the day or the day after. Also there is a problem in getting repeat prescription on time, he finds a request has been made, but the staff have communication problems and do not relay the message and prescriptions are not ready or on some occasions items are missing. Dr S.K Vij apologised for the inconvenience and said he will look in to the situation.

DNA Dr S K Vij said there are far too many DNA at Whitmore Reans, not many at the Branch Surgeries, but we find that 80 – 90 patients DNA, which is about 5 sessions of Dr's surgery. Mr Smith said patients that DNA should be sent letter of warnings when they DNA appointments. Dr SK Vij said we've found there are far too many patients that are always attending for minor things; some patients are attending the surgery 5-6 times a month.

Whitmore Reans –Triage Nurse Clinic has started at Whitmore Reans, we find some appointments are for minor complaints and can be sorted over the telephone.

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 there will be some building work going ahead at Whitmore Reans, will get update of installation.

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 15th January 2012 at 12:00 PM