

**Dr S.K.Vij & Partners
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 Tuesday 16th September 2014.

Present

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

2 Patients attended the PPG Meeting, Dorothy Robinson (Pendeford)
Granville Smith (Pendeford)

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.

Pendeford Granville Smith- still having problems in ordering the prescription on the telephone.

Dorothy Robinson- Happy with the surgery- no problems. Mrs Robinson is happy with the new GP (Dr Marella) that has joined the practice. He is happy to work at both practices. He is very efficient and patients have commented he is very pleasant doctor.

Dr Vij – We find new doctors that join the practice like to stay as Locums. Janet Beason- We have now changed the format for ordering the prescriptions, due to several complaints from patient not given requested medication, Dr Vij has put in place that no prescriptions are to be ordered over the telephone, The requests will be audited. Also it helps to see whether an error has occurred from the patient or from the staff missing an item. You also have an option ordering the scripts on line or request may be put through from the pharmacy.

Flu Clinic-; Clinics will be commencing in the next one week; we will be holding Saturday clinics in Whitmore Reans and Pendeford.

Triage- Ednam Road has commenced a triage service. We are looking to start this at Whitmore Reans in the near future.

AOB- Patients were happy.

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

Date of next meeting Tuesday 6th January 2015 at 12pm