The Medical Centre, Zulu Road

2A Zulu Road

Nottingham

NG7 7DS

**Agenda Patient Participation Group**

**22 May 2019 11am**

**Persons present: Dr Irfan, Shelley Taylor PM, Danielle Clarke APM, Carol Barlow, Arthur Reed, John Greenwood**

**Appointments**

A member of the PPG highlighted feedback that they had received from a friend who reported difficulties when ringing the surgery to get an appointment. The group discussed that the receptionist was sometimes busy dealing with a face-to-face enquiry and might not be able to answer the telephone immediately especially first thing in the morning when the reception can be very busy. We discussed alternative options that are presented to patients should there be no appointments available at the time that they contact the surgery including GP+ clinics, pre-bookable appointments, GP call-backs and telephone calls to Dr Irfan at the end of the morning session (11.30-12).

**NHS App**

The group discussed the new NHS App that is being rolled out nationally and features of the App including booking and managing appointments, ordering repeat prescriptions.

**PCN**

We discussed the development of the new Primary Care Networks (PCNs) and the potential for collaborative working with local practices and the possibility in the future of sharing staff.

**Infection Control Audit**

We discussed the recent Infection Control audit conducted by the local Infection Control Team. The practice is very proud to have achieved 100%.

**CQC Visit**

The group discussed that the practice has informed recently that it will receive a CQC visit in the next 6 months. The practice will invite them to attend the inspection when the date is finalised.

**Satisfaction with the Services Provided**

The group provided feedback on the service provided by noting that they were very happy with the surgery, and that the staff and GP were very good. The admin staff was praised for being very polite and helpful with queries. The PPG felt that no service improvement was required at this time.

**Medical Students**

The group discussed the presence of medical students in the surgery. It was felt that they are a positive addition to the team providing the opportunity for patients to support the training of new doctors.

**Access to the surgery**

The group discussed access to the surgery on public transport and it was noted that there are no local buses that can be used to access the surgery from Radford Road. Patients using public transport have to walk from either Western Boulevard or Nottingham Road if using buses and from the tram stop at Wilkinson Street which is a 15 minute walk away.

**Prescription Ordering**

The group discussed the process for ordering repeat prescriptions especially around who has responsibility for ordering repeats, the patient or their regular pharmacy. It was discussed that this in part depends on the agreement put in place with the pharmacy but if there are issues; it might be beneficial to order repeat prescriptions directly from the surgery.

**Date of next meeting Tuesday 27th August 2019 at 11am**