The Medical Centre, Zulu Road

2A Zulu Road

Nottingham

NG7 7DS

**Agenda Patient Participation Group**

**14Th August 2018**

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

**Welcome & Introductions**

**Introductions were made and the new members of the admin/clinical team and their roles were discussed**.

**Patient Check in screen**

**We asked for feedback regarding the patient check in screens, and although not many of the members had needed to use them yet, the general thoughts were very positive, as the group acknowledged that it seemed to streamline the check in process, especially if the reception team were busy. They also felt that it was very easy to use.**

**Patient feedback from family and friends data.**

**The practice read out all of the feedback that had been received in the July period to the group.**

**All of the feedback was positive; compliments were given to Dr, Nurse and administrative staff. It was agreed that for staff morale, it was extremely appreciated when such positive data is received.**

**New GP PLUS service**

**We discussed the new GP PLUS service that had been introduced, and that it is a new service that offers extra GP appointments based in the City Centre. GP PLUS is aimed at providing an ‘over spill’ service that patients can access for GP , NURSE and Physiotherapy appointments when the surgery cannot offer them one at a convenient time for them to attend.**

**These appointments are pre-bookable. We explained that although patients will have to travel to the city to access one of these appointments, it is hoped that patients will embrace the ability to access an appointment with a GP, Nurse, and Physiotherapist at their convenience, as many of these appointments are also available out of the normal GP surgery hours.**

**Some of the Group had already accessed these appointments and stated that the system was welcome, it was efficient and helpful. The travelling to the City for the appointment was not felt to be an issue.**

**New Members**

**We discussed the problem of recruiting more representatives for the Group, and the difficulties of trying to get representatives from different ethnicities, young people etc. and agreed that despite several attempts of advertising/word of mouth, we seem to be struggling! The group suggested that the Reception staff may want to promote it opportunistically to the patients when in conversation with them, and the Clinicians when they are in consultation with the patients. We agreed to give this a go!!**

**Appointments**

**The group discussed the fact that the book on the day appointments tended to have been taken by around 8.30 AM. The practice acknowledged that these appointments are often taken quite early, but that we do still offer a telephone call back service a, a direct call service to Dr within 11.30-12.00 am and pre-bookable appointments.**

**We will continue to monitor the appointment situation, and endeavour to provide a good all round service to our patients.**

**Following a recent complaint by a patient's relative regarding the surgery chasing up secondary care appointments, the meeting discussed this subject in detail.**

**It was the general consensus that once the patient has been referred to hospital, then patients themselves should directly contact the hospital for further appointments or when chasing appointments/ investigations and arranging social services.**

 **There was unanimous agreement that if the patient has means and ability to chase these appointments then there is absolutely no reason to ask the practice to do that.**

**Equally it was felt that it is more effective if the patients or relatives contact the service provider, as they can discuss their needs in a better and more informed way than the practice staff.**

**The practice thanked the Group for attending.**

**It was decided to meet every 4 months**

**Date of next meeting Tuesday 4 th December at 11.00 AM**