

St George's Medical Centre

St George's Patient Participation Group



Minutes of Meeting 11th October 2012 12:00pm

Attendances: Dr Botros, Varsha Chohan, Vivian Hana, Baljindar Gill, Kristina Thapa, Patients – MB, FH, DJ, NC, WF, JB, SK, MG, AR

Apologies: Mr Ahmed Mohamed, Mrs Sukhminder Birdi, Mrs Jemimah Guinto, SM, VA, HA, SP, RS, TC

1. Welcome and light refreshments

Varsha thanked and welcomed everyone and gave an opportunity for everyone to introduce themselves to the group as we had new patients who have joined the Patient Participation Group (PPG)

2. Introduction

Varsha gave a brief discussion on what the Patient Participation group is and how it will help in improving the services provided by the practice for our patients. Varsha advice everyone to read the “Why have patient group leaflet,” which was attached to the agenda.

3. Discuss minutes of meeting held on 16th March 2012

Discussed the achievement of previous meeting action goals, such as

- Different language literature – have new language poster by self check in Somali and Arabic languages
- Updating the waiting area with more information – including information on the LCD with practice information and services. – Varsha added more information on the LCD for patients. There are 2 TV’s in waiting are which gives out lots of healthy advice and details of the practice.
- Improving appointment system – Introduction of Minor Ailment Scheme – really helped in referring pt to the pharmacy with flu like symptoms, head lice, hayfever. Providing telephone triage for Dr and Nurse.

4. Discuss today’s meetings action points and achievements

- **Achievements** – open discussion with patient on how they have found the performance of the practice and the response was that 80% of St George’s Medical Centre services has improved than before. All patients had agreed that we have really improved from past years.
- **Review new appointment system** – From 1st August 12 Pre booked appointments - booking system to telephone after 9am, anytime to arrange an appointment with the Doctor for the next availability within the week. 85% of

St George's Medical Centre

St George's Patient Participation Group

patient attendees agreed with the new booking appointment system. - Reason for this action was that pt kept complaining of calling between 8:30am to 9:00 to get an appointment on the day; pt had difficulty to get through the phone at this time as always engaged tone.

- **DNA – Did Not Attend:** In order to try and avoid patient's not attending a booked appointment; contact numbers especially mobile numbers of patient should be given and/or updated for the text message reminder service of their appointment. Furthermore, if patient is found to be not attending their appointment without 24 hr notice of cancellation a letter/text/email of warning will be sent out. Continued behaviour of not cancelling their appointment, total of 3 non attending, will result into a meeting with the Practice Manager Varsha Chohan to discuss the next procedure
- **Communicate via email and Text messaging** – to help in sending out letters, reminders for appointments
- **New introduction on maternity booking** no need to be referred by GP can contact Ealing Hospital directly – Added posters in waiting area
- **Conducting Health check** for all patients between the age of 45 to 74 without any exiting medical conditions
- **Email:** To provide the surgery with patient's email address so relevant updated information regarding the St George's Medical Centre can be sent out.
- **Late attendance:** One of the major problems the practice is having is the punctuality of patient for doctor/nurses appointments. The reasons are that patients come late to their appointments. Consequently, it is agreed by the patient group that if patients are more than 10 minutes late, they will need to rebook. Another reason to why patients get seen late is that more than one problem is explained at one consultation, when the policy is one problem per appointment, as each consultation with the Doctor is for 10 minutes maximum. Patients need to notify the reception for a double appointment if needed.

5. Patients survey - new questionnaire

Patients had the opportunity on what they would like on the patients questionnaire survey for this year. And all agreed the following:-

- Access to Doctor and /or Nurse
- Obtaining repeat prescription
- Obtaining test results
- About staff
- Overall satisfaction
- Aware of website
- Aware of online prescriptions

6. Updates on service provided by the practice

Overall services provided by the practice: updates were discussed again on the following services:

St George's Medical Centre

St George's Patient Participation Group

- Our practice website: www.stgeorgesmedicalcentre.co.uk, which contains full of information about health advice and the surgery. Additionally, you can even request repeat medications online.
- Telephone consultations: Unfortunately, patients are still not aware of Dr and Nurse's telephone consultation services and like face to face consultations, this need to be booked in. Doctor/ Nurse will call the patient at any giving morning or afternoon session.

7. open discussions

Saving appointments for important problems, rather than problems that can be dealt with the Minor Ailment Scheme (problems include: [Athlete's foot](#), [blocked nose](#), [conjunctivitis](#), [constipation](#), [dermatitis](#), [diarrhoea](#), [hay fever](#), [headache](#), [head lice](#), [high temperature](#), [indigestion/heartburn](#), [nappy rash](#), [mouth ulcer](#), [sore throat](#), [strain or sprain](#), [teething](#), [threadworm](#), [thrush](#) and [warts/Verrucas](#))

8. Sum-up

Varsha briefly discussed over above action points and everyone agreed to them and gave suggestion that improvement and change will be ongoing. Varsha and Dr Botros closed meeting by thanking everyone and an email update will be sent with the minutes. Next meeting agreed to be for the 7th March 2013 at 12:00pm with light refreshments