



# *St George's Medical Centre*

## *St George's Patient Participation Group*



### **Meeting Minutes 24<sup>th</sup> September 2013**

**Attendance:-** Dr Botros, Varsha, Sukhminder, Ahmed, Viviane, Kiran, MB, DJ, VA, WF, AR, AS

**Apologies:** staff:- B Gill, N Chohan, J Guinto – PT:- SM, FH,NC,JB,SK,MG,RS,VS

1. Welcome and refreshments – Varsha welcomed everyone and was very happy to see the patients. Some new patients joined the Group.
2. Discuss minutes of last meeting – Varsha went over the minutes of last meeting and covered the action points agreed with group on the following
  - audit on questionnaire outcome patients are happy with the pre-booking system but creates many DNA – Varsha completed an audit from the clinical system and found 84 DNA for the month of August 13. Group not happy with this waste of valuable appointments.
  - Update contact details – all staff are doing this on daily bases with all patients
  - Test results – added message on LCD messaging system in waiting area and also added text onto pathology forms.
  - Change of flooring in waiting area all patients group happy with the change.

The group do not have further remarks on previous minutes.

3. CQC – Care Quality Commission – Dr Botros and Varsha discussed the meaning of CQC and explained that the practice is now registered with them and we are working towards their regulation in providing a better and safer service for our patients.
  - given handouts on email sent from the CQC on “Information for your PPG”
  - Discussed the impotency for the practice for the PPG to be involved when the practice is due for inspection.
  - Varsha asked for volunteers and many patients agreed to be involved during the inspection day.
  - Varsha did warn that very short notice is given from the CQC for the inspection (only 48hr)
  - All practice staff are very positive of this approach and feel that as a team we can improve our services.
4. Patients Questionnaire - Varsha had prepared a new questionnaire which linked with previous actions need in improving our services and finding out if patients are aware of these which include the following.
  - Access to Dr and Nurses
  - Obtaining Repeat Prescription
  - Obtaining Test results

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- About the staff
- Patient awareness

All attendance agreed and happy with the questionnaire, Varsha agreed to start giving them out to patients starting from Mid October 13. All agreed.

### 5. Updates on Practice Services

- We have started to do warfarin initiation
- Updated on new baby immunisations - Rotavirus
- Flu vaccination campaign started
- Shingles for the 70years and 79years old
- Online appointments – hopefully by mid next year.

### 6. Open discussions

- Infection control improvements – add hand wash on the wall in the patient's toilet. Keep a few toilet rolls as when ever pt goes in there never is any. – Varsha added there were many incidents where toilet rolls disappeared or were flushed as a whole in the toilets including hand towels and had to get a plumber in due to blockage. PPG suggested getting the lockable toilet roll holders and a hand drying machine. Varsha will look into this.
- We also need a wall mounded alcohol gel at the entrance for patient to use when coming in and out of the surgery. Practice Staff agreed and is in the process on having outside reception area.
- Reception staff arrangements – Varsha mentioned that we have recruited a new staff and introduced her to the group and the practice Aim is to have 2 receptionists at all times. This will help in the volumes at which calls can be answered. VH did mention that we had 4 lines coming in and we can only answer 2 at a time so the 3<sup>rd</sup> and 4<sup>th</sup> person will still get a ring tone and the 5<sup>th</sup> person will get an engaged tone.
- Couch in Nurses room needs to be fixed as can not go up and down and some patients have difficulty on getting up on the coach. Practice is aware of this problem and will try to fix or get a step stool.
- Fresh drinking water machine- very difficult as children will leave running and can cause a health and safety issue. Patient usually asks at reception and they will provide fresh drinking water.

### 7. Sum-up – Varsha summarised the following action plans

- Hand out new developed questionnaires to patients.
- add alcohol gel at front reception entrance for patients.
- fix nurse coach or get foot stool to make it easy for patients to climb up
- toilet roll holder and drying machine in patients toilets

All agreed the above action points and are happy to meet again mid February/March 2014 to discuss outcome and improvement. Varsha thanked everyone for coming and closed meeting.