

MINUTES OF PATIENT PARTICIPATION GROUP MEETING
ON 11th January 2018

PRACTICE ATTENDEES:

Dr M.S.Esmail (MSE)
Shila Pindoriya (SP)

PATIENT ATTENDEES:

Miss HC
Mrs SA (Secretary)
Mr HS
Mrs PO
Mr AH

APOLOGISES FROM:

Mr MV
Mr US
Mrs BS
Mr IO
Mr DS
Mrs MS
NK

Introduction and welcome

Dr MS Esmail welcomed everyone to the meeting and thanked them all for coming.

BACKGROUND

- Explained what the reason for having a Patient Participation Group is.
- How we can improve the service by getting feedback from PPG.
- To take this PPG further we need to have a Chairman, Secretary and members in the PPG.
- Discussed complaint

ACTION TAKEN FROM LAST PPG MEETING:

- Training to staff on how to inform the patient when their test results have been received
- Fix telephone system
- NHS GP choices – copies required
- Send out minutes to all PPG members by email
- Reply to NHS comments

Update for above actions

Training provided to staff

Telephone system has been fixed

Copies brought to the meeting

Minutes of last minutes sent out but not received by some participants

Unable to reply to last NHS comment due to time scales

Minutes of the last meeting agreed by members of the group.

MS – Informed the group that the practice had achieved 11% online access for patients booking online. This still needs improvement and need to achieve 20%.

SP- stated that the CQC inspection report that been published as is available online to view.

HS- Asked if this was available to view and what was the outcome of the report.

MS- stated that the practice requires improvement

HS – What areas require improvement? Have you taken any action?

SP- we have taken action there is an action plan which has been sent to CQC on the 31st November 2017.

HS- Stated can we see the action plan?

SP – yes I will send it out in the next two weeks by email.

PO- stated that she was very happy with the service provided at the surgery and asked if possible if blood test could also be added.

AH- Also agreed that this was a good idea

MS- stated that due to financial constraints he was unable to provide this service.

HS-agreed that the practice should not provide services that were not financially viable.

HC – Asked what the practice has in place for DNA's.

SP – Stated that warning letters are sent out on the third missed appointment

HC – Suggested that this should be displayed in the waiting area so patients are aware of the impact of not informing the surgery of unwanted appointments.

SP - Informed the group that the practice is planning to start giving travel vaccinations. This is still being investigated as to how this will be delivered.

MS – Also stated that part of the improvements of the services provided by the practice they will be starting to provide ECG clinic on the 31st January 2018

SP- informed the group that the practice website is up and running now. Available for online appointments, view medical record and request repeat prescriptions.

HC - Asked why the secretary was not taking the minutes.

SA – stated that she no longer wished to keep this position.

MS – stated that the group can vote on this vacancy at the meeting.

AH – stated that he had flu for three months and he was not prescribed antibiotics.

MS – replied that this issue was not for this forum.

SA – stated that her prescription was not signed for 5 days during the time MS was on holiday.

MS – Stated that the prescriptions are signed within 48 hours, on this occasion it may have been an oversight and hopefully will not happen again.

Next PPG meeting on 19th April 2018 at 18:00 hours

ACTION POINTS:

CQC action plan to be sent out to group members in the next 2 weeks.