

Practice Manager: Jacqui Squire

**Duncan Street Primary Care Centre**

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**Minutes of Duncan Street**

***Patient Participation Group Meeting held on 14th March 2019, 2pm***

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| **Present**: Jenny Charles (Chair), Pat Shaw, Mike Hepworth, Dave Charles, Sheila Gill (Secretary), Jacqui Squire (Practice Manager)  Apologies: Hazel Gooding, Mr Singh, Mr Ravi |

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| 1. **Welcome and Introductions**   JC welcomed everyone to the meeting |
| 1. **Apologies** – noted as above |
| 1. **Matters Arising from Minutes 8/11/18**  * Poster showing Did Not Attend (DNA) is displayed in Reception. JC suggested that these need to be moved to a more prominent space. Members suggested adding this information to the telephone message however there were concerns about the length of messages and asking Reception Staff to mention these figures to patients that call for appointments. DNAs pop up on screen when booking next appointment.JS advised they cannot amend the TV screen content. * Medication Refusal – JS confirmed that if doctors refuse medication they now add a reason on screen. |
| 1. **Minutes 8/11/18 approved as accurate** |
| 1. **List Size**   List size is currently 9964, it has averaged at 9200-9300 over the last few years. Practice is working with Refugee and Migrant Centre as there has been an influx of Syrian and Romanian patients. |
| 1. **Workforce**   JS advised practice workforce is stable. JC commented that staff are very approachable. JC confirmed that there has been a change in correspondence dialogue with hospital e.g. use of ‘this nice lady’ etc. Issues relating to attendance e.g. at A&E are followed up e.g. safeguarding concerns raised if appropriate. |
| 1. **Comments, Complaints, Warning Letters Update**   Between Jan-14 Mar2019 there have been 178 GP DNA and 200 Nurse DNA appointments missed. Each DNA is reviewed and on third missed appointment, patient is removed. Only 3 patients have met this criteria, others had other issues e.g. mental health, new mothers or caring responsibilities, young people etc.  Letters sent: 3 DNA, 1 Unacceptable Behaviour and 2 Removals for unacceptable behaviour.   1. Complaints have been received since Nov 2018: 2. Following incorrect racism allegation (should have been against hospital doctor) patient asked to register elsewhere. 3. Patient removed four years ago, been through Ombudsman three times, information sent. 4. Ex Patient removed for threatening behaviour has complained to range of organisations 5. Relative of ex-patient above, also removed, complained to number of organisations 6. Patient with previous complaint about misdiagnosis of cancer, investigated and closed Dec17, re-opened and information re-sent and closed again. |
| 1. **Date of next meeting** – Wed 29th May 2019– 2pm & 17th Oct 2019 |
| 1. **Any other Business**  * JC noted that there is out of date information displayed on the outside doors. Action: JS to remove. * NHS England check opening times and website for accuracy. * There are 4 Appointments available for vaccinations per month; these are booked as soon as they become available. * Thrive to Work – SG queried what data is looked at to contact patients as she is already in employment so this scheme is not relevant. * Sheeba Mia BCF Project Manager has written to PPG asking ‘Are you interested in supporting the development of Health & Social Care Services?’ Action: SG to try to find out more at PPG Chairs meeting. * JC asked if the outer door could be left open if it is raining so patients can wait inside. JS advised that this was not possible as people keep ringing the bell (which is used for extended hours) and staff are not available to respond 1-2 as the reception desk is not manned over the lunchtime period. * JS confirmed if patients are 10 minutes late they may be seen but may need to wait until the end of surgery as doctors have home visits. Patients are also offered to re-book instead. * Additional funding for providing different services are directed to Hub practices and depending on any additional services provided by individual practices they may receive some of the funding . |

We are improving how we communicate with patients. Please let us know if you need information in a different format or any communication support

Email: [wolccg.duncanstreet@nhs.net](mailto:wolccg.duncanstreet@nhs.net)

Website: [www.duncanstreetprimarycarecentre.co.uk](http://www.duncanstreetprimarycarecentre.co.uk)