

Practice Manager: Jacqui Squire

**Duncan Street Primary Care Centre**

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GP Code: M92012

Dr S. Agarwal, Dr S. Aggarwal, Dr S. Nazir,

Dr B Sangha, Dr R Farmah, Dr M. Kalhan

**Minutes of Duncan Street**

***Patient Participation Group Meeting held on 8th November 2018, 2PM***

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

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| 1. **Welcome and Introductions**

JC welcomed everyone to the meeting |
| 1. **Apologies** – noted as above
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| 1. **Matters Arising from Minutes July 2018**
2. Care Navigation – Mrs Charles & Ms Gill spent a short time after the last PPG meeting looking at how we use Care Navigation system. There are small things being added to the system ongoing
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| 1. **Minutes July 18 approved as accurate**
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| 1. **List Size :**

Currently, the list size is growing again and we have 9870 patient registered  |
| 1. **DNA Figures :**
2. JS confirmed that since January 2018 we have had a total of £1212 DNA appointments (did not attend). Letters are sent out to patient who DNA more than twice and some patients will be removed if they continue to book appointments and then not attend**.** The PPG agreed with this arrangement
3. It was suggested that we do a poster to display the numbers for each month so it is visible to all patients in the waiting room
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| 1. **Comments, Complaints, Warning letters update**

JS circulated 2 letters which were received by the practice for the PPG to view as they were abusive and personal to the practice manager. Action had been taken to remove the patients and their relatives and in one instance the police had been involved. Warning letters are continuing to be sent to patients for abusive behaviour and DNA appointments The Practice had received no complaints since the last PPG meeting  |
| 1. **Feedback from Wolverhampton Total Health (PCH1)**

DSPCC is part of the above grouping of practices working together at scale and the surgery opens every Wednesday and occasional Friday evenings until 8pm for pre-booked appointments.  |
| 1. **Patient Questionnaire**

Hopefully, the PPG will be able to offer more support to this in 2019  |
| 1. **Date of next meeting** – ***Thurs 14th March 2018 – 2pm***
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| 1. **Any other Business**

**Thrive to work** was invited to speak to the PPG. They are working closely with patients who wish to return to work, but feel this they have difficulty doing so. **Patient National Survey results July 2018:** The PPG reviewed the results and thought that no action was required in addressing any improvements as the % responses were acceptable and felt the practice were doing everything they could. **Medication refusal** The PPG confirmed it was very frustrating for patients if a medication is refused. Could the GPs confirm to the reception staff or the patients themselves why this is the case as it can be confusing and frustrating for the patients.  |

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

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