**Dr Ahmed, Dr Mansoor, Dr Jaiswal PPG (Patient Participation Group)**

(Meeting Minutes – 31st March 2016)

***Opening:***

The first meeting of the Patient Participation Group for Drs Ahmed, Mansoor and Jaiswal took place between 16:30 – 17:30 on Thursday 31st March 2016 in the patient’s community room at Newton Heath Health Centre

***Present:***

Newton Heath Health Centre: Andrea Hulme (Practice Manager)

Joanne McCullam (Assistant Practice Manager)

From Registered Patients: Metin, Michael, Gaynor, Mohamed, Jane, Michael, Jackie, Linda

The group demographic is representative of:

4 Female, 4 Male

Age Group 45 – 54yr = 3, 55 – 64yr = 2, 65 – 74yr = 3

Ethnicity: British = 5, African = 1, Other = 2

***Introduction Agenda:***

Since this was the first meeting the agenda was determined by the practice.

Andrea opened the meeting by introducing herself, she has served the practice and its’ patients for 30 years and is passionate about the services provided at the practice for its’ patients. Andrea welcomed and thanked all present for attending the 1st Patient Participation Group Meeting of Drs Ahmed, Mansoor and Jaiswal.

**Name**

The Group will be called PATIENT PARTICIPATION GROUP (PPG) of Drs Ahmed, Mansoor and Jaiswal

**Aims**

* To foster effective communication between the practice and its registered patients
* To encourage patient engagement in the development of the practice

**Objectives**

* To establish a clear and effective communication route between the surgery, and its patients.
* To work in partnership with the practice to help patients take more responsibility for their health.
* To contribute to the continuous improvement of services and quality of care, and in the monitoring of current provision and levels of patient satisfaction.
* To provide practical support for the practice and help to implement change.
* To challenge and support the Practice, to improve service delivery.
* To work towards a membership representative of the patient population.

**Membership**

* The group shall be made up of volunteers who are registered patients at Drs Ahmed, Mansoor and Jaiswal Practice at Newton Heath Health Centre
* All members will work towards meaningful, and beneficial, engagement between practice and patients.

**Ground Rules**

Joanne began the meeting by setting openness and fairness for all attendees

* It is important that we support each other to participate in the group
* Encourage each other to share experiences and views of services
* Be considerate with ideas
* Be non-judgemental
* Allow each other time to speak and consider one anothers needs
* Confidentiality – issues, comments should not be discussed outside the meeting without group consent
* No jargon

**Meeting Proper**

Each patient attending the 1st Meeting and forming the Patient Participation Group Meeting of Drs Ahmed, Mansoor and Jaiswal at Newton Heath Health Centre introduced themselves and each of them were invited to express:

* Three things they particularly like about the practice (**see below**)
* Three areas they would like to see improve at the practice (**see below**)
* Awareness of Practice Website: Yes = 5 No = 2 Not answered = 1
* Awareness of Online Access: Yes = 2 No = 3 Not answered = 3
* Would a Practice Newsletter be useful: Yes = 2 No = 0 Not answered = 6
* Would a text messaging service be useful: Yes = 5 No = 0 Not answered = 3
* Awareness of GP 7 day access: Yes = 3 No = 2 Not answered = 3
* Carer: Yes = 4 No = 1 Not answered = 3

**expressed by patients**

1. Approachable and personable practice and leadership team
2. Calm and tidy reception area / environment
3. Patient and Public Engagement improvement
4. Patients being encouraged to participate in practice activites / promotions
5. Proactive Carer support initiatives i/e projects / website
6. Child with special needs catered for
7. Friendly staff
8. Large waiting area that is large and bright
9. To improve more available appointments either face to face or telephone consultations
10. Liked opening hours
11. Liked Triage Phone call system
12. Liked Doctors are straight to the point, receptionists are very pleasant / helpful and Nurses are very good
13. To improve Non-urgent appointment system
14. Liked staff (easy to speak to), Doctors
15. Liked locality
16. Liked Helpfulness
17. Liked timely prescription process
18. To improve timing for appointments
19. To improve seeing the Doctor a lengthier consultation first time may shorten the follow up appointment
20. Get to know the names of patients it is friendlier and more caring to make the effort to show that have taken the time to do this

The common theme from the meeting was regarding the appointment system

* Andrea explained that the GP’s were aware of capacity versus demand and went onto explain how the telephone triage system worked for urgent requests where a patient may ring the practice at 9am on the day of their urgent problem, the receptionist will take the patient details and a brief nature of the problem and the GP will triage and act upon the patient’s problem
* Andrea explained the 7 day service where patients can access a GP 7 days per week using ‘GP Hub’ where Drs Ahmed, Mansoor and Jaiswal practice staff can pre book appointments using other GP extended hours services in the local area.
* Andrea explained phlebotomy services were not routinely provided due to capacity except for patients with frailty
* Capacity could also be met using the Practice Website by advertising: Red Eye Service

Minor Ailment Scheme

At the end of the meeting the following **actions** were agreed:

* To survey patients who did not attend/cancel appointments
* To advertise the Red Eye Service and Minor Ailment Scheme on the practice website

**Next Meeting Topic**: Feedback on above actions

Terms of Reference

**Next Venue**: Patient’s community room at Newton Heath Health Centre

**Time & Date**: Thursday 28th April 16.30 – 17.30 pm

Meeting concluded by Andrea, who thanked the group for attending and reiterated that she and the practice team as a whole had gained a lot of valuable information and support from the patients.