

## **Hamd Medical Practice PPG Meeting (21/08/2013)**

**Present:** Dr Abid Bhatti (Senior GP), Dr Tahira Jameel, Shabana Ahmed (Practice Manager), Noshiela Ayub (Senior Administrator), Saleha Hussain (Receptionist), Muhammad Farook, Haroon Pazir, Reginald Newbold, Robert Bluck, Horrel Higgins, Haider Ahmed, Naila Amjad.

Introduction of all members and signing in:

### **Election of chair member**

Shabana: Election of new chair person for the PPG. Informed patients Mr Achmed Da'costa has been nominated for chair person for PPG. Group members present were asked if they would like to nominate themselves but all agreed that Mr Da'costa should be elected chair. Shabana Ahmed vice chair.

Dr Bhatti: All patients can still voice their opinions through email or face to face.

### **Walk in sessions:**

Shabana: Informed group members that weekday evening walk in sessions have finished, we are back to appointments in the evenings as we now have two full time doctors in practice. All group members are happy with current appointment system.

Nosheila: Explained appointment system to PPG members and other options available if patient cannot get an appointment. All group members happy with current appointment booking system.

### **New Telephone number and phone system**

Shabana: Practice has a new telephone system in place which seems to be working quite well. Gives patients a better system as it informs them where they are in the queue. The practice also has a new telephone number which is advertised at reception.

### **Online Prescription Service**

Shabana: Introduced EPS (electronic Prescription Service) to all PPG members. Patients need to nominate a pharmacy of their choice and providing they are on the EPS system their prescription will go to the nominated pharmacy. Some pharmacies are not on the system as of yet but we can provide a list of local pharmacies that are. Currently Dispharmas and MG fazals are not being used by us on EPS as they have registered with incorrect addresses

### **Patients Contact Details:**

Shabana: Any suggestions that PPG members can make in order for us to keep patients contact details up to date? PPG members suggested that receptionist to ask patients face to face and via any telephone communication. Although this is already in practice staff will emphasise more. Also a note can be added on to pts scripts to keep contact details up to date.

### **Practice Marketing:**

Shabana Ahmed: We are currently updating the practice leaflets with up to date telephone numbers and other relevant information that was not advertised.

Can PPG members suggest any marketing strategies for the practice?

M. Farook: The best form of marketing is via word of mouth and peoples personal experiences. However we can advertise via awareness days which we can hold at the health centre, we could possibly look at having an awareness day each month this could attract a lot of new patients especially if there are any free gifts.

Shabana: We will also have patient display screens very soon in reception will have all the up to date practice information on there. There will also be patient surveys/questionnaires available soon which give the practice feed back on patients experiences.

### **AOB:**

Generally all PPG members are happy with the services being provided to them.

Naila: If possible could we suggest to landlords if we can get a stair guard as the stairs can be dangerous for small children if parents are signing in.

Shabana: We can suggest to landlords and see what they say.

Date of next meeting: To be confirmed