**CENTRAL MEDICAL CENTRE**

**42 ST Paul Road**

**Coventry**

**CV6 5DF**

**Telephone No: - 02476 681231**

**Patient Participation Group Meeting**

**On**

**21st July 2016**

**Minute Taker:-** Nasreen Akhtar Mughal

**Present:-** Dr Arshad Khan, Dr Rashied, Farah Sultana (Practice Manager) Karen Joseph, Nasreen Akhtar Mughal, Raminder Lal

**Participants :-** MrTarsem Singh Shoker, Mr Arthur James Canning, Mr David Parkes, Mr Tarsem Padan, Mrs Malket Kaur, Mr Jatinder Padan, Mr Sucha Singh, Mr Iqbal Shah, Mr Haider Ali, Mr Amjad Ali.

**Approval of Last meeting minutes**

Dr Khan chaired the agenda for discussion; the feedback on the last meeting was approved by the group members and Dr Khan welcomed all Group members and introductions were made explained the purpose of group meeting.

**ISSUES TO DISCUSS**

**APPOINTMENTS**

The appointment slots have been increased due to patient demand, Dr Khan discussed that the practice also logs where appointments cannot be given on the day and Dr Khan will triage these patients over the phone. Where possible and necessary the practice will offer a same day appointment or an appointment within 3-4 days. The practice is having a fair spread of appointments throughout the day.

Dr Khan explained to the patient group regarding the **DNA** appointments and suggested to ring patients in the evening to remind of their pre-booked appointments. It was also suggested to send them warning letters if they don’t attend 3 appointments that they will be removed from the practice list. Dr Khan said Patients who DNA their appointments do not realize someone else could have had that appointment, it is very important to let the reception staff know if they cannot keep the appointment. DEFAULTERS do not consider the other person might have benefitted from their appointment.

**On-Line Appointments**

Practice has introduced on-line appointments; patients can register themselves for on-line appointments information can be obtained from reception.

**EASE TO GET THROUGH TO GP ON THE PHONE**

Dr Khan explained to the patient group, when a patient rings to speak to the doctor the receptionist will take a brief message and contact telephone number and at the end of his surgery he will ring them. He also explained sometimes he also rings patients in between his clinic and if need arises he calls them in. Dr Khan asked the group members if they have any suggestions regarding how to improve appointment system to let the practice know.

**NHS CHOICES WEB PAGE**

Dr Khan advised patients to use the NHS website for comments and the practice will monitor this on regular bases. Dr Khan requested the group members to put honest and good comments.

**FRIENDS AND FAMILY SURVEY**

NHS England has instructed practices to gather information from patients to establish whether they would recommend their GP surgery to their friends and family.

Patients will have the opportunity to provide their feedback on their experiences at the practice the day they attended.

All Surveys are anonymous; Practice has to feedback NHS England for the results every month. The staff’s offers to assist patients who require support completing the questionnaire.

**BLOOD RESULTS AND OTHER REPORTS**

Dr Khan informed group panel patients ring for blood results and other reports in the morning when the surgery is very busy or when the doctors are consulting, Patient Group panel suggested staff should educate the patients to ring after 12pm for results or to speak to the doctor when the doctors have finished their surgery. Also for repeat prescription patients should ring reception after 12pm not early morning when staff is busy giving appointments and sorting queries.

**WAITING TIME FOR EMERGENCY APPOINTMENTS**

Patients complain they have to wait a long time to be seen by the doctor, routine appointments are priority as they have been booked at 8:30 am. Unless there is an emergency the Dr will see the patient early.

**CQC PATIENT SURVEY**

Dr Khan discussed the patient survey and bench marking with group members, patients said it was difficult to speak to the doctors on the phone they preferred. Group members and Dr Khan suggested the staff will take a brief message and patients telephone number and at the end of the doctor’s surgery they will ring the patient.

Patients were happy with the doctors involving them in decisions and about their care.

Patients were satisfied with the opening hours.

60% patients were happy to get through to the doctors on the phone.

Some patients were not happy with the nurse care, but the group panel said they have no problem with the nurse and she is very caring and helpful.

Dr Khan informed the Patient group that our practice nurse has completed her prescribing course and will be seeing patients with minor illnesses.

**OTHER MATTERS DISCUSSED**

**Accessible Information standard (AIS)**

Karan Joseph explained the Patient Group regarding a new NHS England information standard (AIS) which must be implemented by all organisations that provide NHS or adult social care. Karan Joseph informed AIS aims to ensure that people who have disability, impairment or sensor loss they can receive information that they can access and understand, for example in Large Print, professional communication support if they need it such as British sign Language.

Dr Khan said the practice wants to get better at communicating with our patients and make sure they can read and understand the information send to them.

The information will be recorded on the patient’s medical records to ensure we have information on your communication needs.

Dr Khan explained that the information could be shared with other NHS and adult social care providers if needed.

**GP LIST CLEANING**

Dr Khan explained to patient Group that the practice will provide primary care support with a list of patients who do not attend surgery they are called ghost patients. Patients who have not had any contact with the practice in the previous five year will be removed from the practice list and will not be funding to the practice which means practice will lose the funding.

The work burden and loss of funding to the practice was discussed that patients who do attend the surgery frequently are actually funded by those who don’t. Dr Khan said practice will ensure the PPG are kept up to date about this matter.

**HEATWAVE ACTION**

Following the latest met office heat wave alert, NHS England is continuing to remind patients to be aware of the health risks of hot weather.

Dr Khan shared some TOP TIP WHAT TO DO IN THIS HOT WEATHER.

* Try to keep out of the sun between 11am to 3pm
* Dr Khan said if need to go out in the heat, walk in the shade, apply sunscreen and wear a hat.
* Wear light, loose fitting cotton clothes
* To drink plenty of cold drinks
* Dr Khan advised to look out for others especially vulnerable groups such as elderly, young children and babies and those with serious illnesses.
* Dr Khan said never leave anyone in a closed, parked vehicle, especially infants, young children or animals.

Dr Khan also explained that it can get uncomfortably hot indoors and try to keep your living space cool by closing the curtains on windows that receive the sun and opening your windows at cooler times of the day and overnight when safe to do so. Dr Khan also advised to keep medicines in a cool place.

Dr Khan also informed the health and social care workers in the community, hospitals and care homes are advised to regularly check on vulnerable patients.