**CENTRAL MEDICAL CENTRE**

42 ST Pauls Road

Coventry

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Telephone No: - 02476681231

**Patient Participation Group Meeting**

On

27th July 2017

**Minute Taker:- Wania Khan**

**Present:- Dr Khan, Nasreen Akhtar Mughal, Karen Joseph, Wania Khan**

**Participants:- Raj Prasher, Murti Prasher, Arthur Canning, Tarsem Shoker, Mohinder Shoker, Mohammed Rahman, Peter Connolly, Iqbal Shah**

**Apologies:- Mr David Parkes, Yasmin Iqbal, Farah Sultana**

**APPROVAL OF LAST MINUTES**

Dr Khan opened the meeting by welcoming everyone and thanking them for coming to our PPG meeting. 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

Many patients say there are not enough appointments available to them. Patients were assured there are many appointments but because of patient DNAs they may become limited. Patients call at 8.30 to book appointment for the day, when they receive an appointment they fail to attend. It is a lost appointment someone else could have had that appointment, it is very important to let the reception know if patient cannot come. DNA defaulters do not consider the other person who might have benefitted from their appointment.

Sometimes unnecessary appointments are requested- so patients with legitimate problems are not seen.

*Action*

Patients who DNA appointments on 3 occasions will be warned, staff will give them an appointment after a week and explain how important it is to keep their appointment; if patient decides not to keep their appointment should ring the surgery so that the appointment can be given to another patient who needs it. Elderly and patients with chronic illness are PRIORITY.

WAITING TIME FOR EMERGENCY APPOINTMENTS

Patients complain they have to wait too long before they are seen by a doctor. Routine appointments are priority as they have been booked at 8:30am. Pre-booked patients are seen first and unless there is an emergency, patients with emergency appointments are seen afterwards.

MEDICATION

The surgery has a 48 hour repeat prescription request service. Some patients request repeat medication too soon, chemists often ask doctors to supply medication earlier than needed. This is a waste of resources and very expensive.

Blacklisted medication is medication available over the counter (e.g. paracetamol, E45 cream). Patients were reminded that the department of health has instructed practices not to prescribe these. Patients demand them and get frustrated at the doctor when refused. If doctors did prescribe them, the cost of the medication would be taken out of the practice’s own budget.

*Action*

Patients should notify the practice 48 hours prior in case of repeat medication prescriptions.

Patients are asked to monitor their medication closely, making sure to request more only when needed and checking they are taking the correct ones as prescribed by the doctor.

SURVEYS AND QUESTIONNAIRES

NHS England has instructed practices to gather information from patients to establish whether they would recommend their GP surgery to their friends and family in the form of the Friends and Family survey. All surveys are anonymous and the results of the surveys will be relayed to NHS England on a monthly basis. The survey cards are available at the reception and patients are encouraged to fill these out while waiting- only takes a couple of minutes. The staff offers to assist the patients that require support completing the questionnaire.

The surgery also has its own separate questionnaire to provide patients with the opportunity to convey their suggestions and comments on various aspects- feedback is used to further help improve the practice. These are also available at the reception as well.

BLOOD RESULTS AND REPORTS

The surgery receives approximately 50-100 blood reports daily. If everything is normal, the practice will not ring the patient. Patients ring for blood and other reports in the morning when the surgery is busy and when the doctors are consulting, it is suggested the staff should educate the patients to ring after 12pm for results or to speak to the doctor when the doctors have finished their surgery.

PATIENTS AND PHARMACY SHOULD RING RECEPTION FOR REPEAT PRESCRIPTIONS AFTER 12 pm and not early morning when they are busy giving appointments and sorting important queries.

RUDE AND AGGRESSIVE PATIENTS

It came to Dr Khan’s attention that certain patients are very rude and aggressive to some members of staff- threatening and swearing at them. The surgery has a zero tolerance policy for abuse like this and warning letters will be issued straight away to these patients.

LETTERS

Patients were informed that letters are not part of the NHS scheme and are a private service. It takes time to arrange these letters.

RJ asked what would happen in an emergency. Dr Khan explained that in such cases, we will try our best to produce the letter on the day, but patients are advised to let us know as soon as possible, giving staff time to arrange everything.

SCREENING AWARENESS

Patients should go to annual screening hospital appointments e.g. breast cancer/ bowel cancer/ diabetic eye. Many patients are reluctant to go for their screening, we have highest rate of non-responders.

Dr Khan emphasised how important attendance at these appointments is for early diagnosis and subsequent effective treatment.

FRAILTY

We are introducing the new frailty scheme- pat of contractual work with the government. It involves identifying frail patients with more complex needs. These patients are more likely to have accidents (i.e. slip and fall over, have more A&E attendances). The practice will start monitoring these patients more closely.

Flu Clinic

Flu vaccines are due to be delivered at the end of September this year. There will be around 600-700 vaccines altogether.

Doctors encourage everyone in the target groups to get the vaccine- this year we will be targeting additional groups including 2-3 year old children, people with a BMI of 30+, and elderly people.

WEBSITE + ONLINE SERVICES

Patients are encouraged to use more of the online services the surgery is providing. This year we had 10% of the practice population online, we are aiming for 20% by March 2018.

The advantages of online appointments are emphasised- much more efficient and easier than coming in. We are also offering online medication requests- carers can apply for proxy access with consent. There is a form available from the reception to sign up to use these services.

Our website is undergoing major changes. If there is anything patients would like to see, please let us know- either through the surgery’s suggestion form/questionnaire or in person to one of our receptionists.

*Action*

In order to make information on how to get online more accessible , we will be putting up posters/ leaflets in the waiting area.

OVERALL SURGERY PROGRESS

Dr Khan commented on how the practice has improved remarkably and added we are in efforts to continue this. Patients’ attitudes on the whole have become better- there are less aggressive patients than before but improvements are still needed.

Dr Khan thanked everyone for coming.