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| Patient Participation Group meeting |
| 1.25.2018 | 14:00 | Central Medical Centre |
| Meeting called by | Dr Khan |
| Type of meeting | PPG |
| Attendees | Dr KhanDr Farah SultanaKaren Joseph |
| Winter Pressure |
| 10 mins | Dr Khan |
| Discussion | A&E attendees are increasing during winter months where patients are waiting more than 4 hours to be seen  |
| CCG has asked GPs to provide medical care through APPOINTMENT BASE SYSTEM outside the core GP practice hours |
| Opening hours for this service is Monday to Friday (except Thursdays) from 6:30pm to 9:30pm.  |
| Conclusions | Practice staff have been trained how to book patient’s with this service.  |
| Patients can be seen by a doctor on call at the walk in centre, it will be a 13 minute appointment and patients will be seen much sooner. This service has started being offered to patients but some insist to be seen by their own GP at the practice. |
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| Action Items | Person Responsible | Deadline |
| Educate patients on the availability of the walk in centre appointments as an alternative option to going to A&E | All staff | Ongoing |
| Other practice services |
| 5 mins | Dr Khan |
| Discussion |  |
| Patients can book an appointment with a nurse for dressing, sature removing, immusations instead of seeing a GP. Helps to manage limited GP appointment slots, and heavy patient load. |
| Staff can book patients for cervical screening and contraception services as well.  |
| Conclusions | Patients should be allotted to see the appropriate clinicians, so that appointments are managed more appropriately |
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| Action Items | Person Responsible | Deadline |
| Patients should be informed of the practice’s other services  | Receptionists + clinicians | Ongoing |
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| CQC visit |
| 5mins | Dr Khan |
| Discussion | Practice had their CQC visit in November 2017 which went very well and the detailed findings were good.  |
| Services provided by the doctors and their patient care was very good  |
| Staff treatment towards the patients was very good- patients said that they were treated with kindness, respect and felt staff were helpful. |
| Conclusions |  |
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| Action Items | Person Responsible | Deadline |
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| Practice Survey |
| 5mins | Dr Khan |
| Discussion | Our survey results for patients’ involvement with Gps/Nurses was 54%.  |
| Suggestions for how patients can be more involved in their care/ treatment.  |
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| Conclusions | Improvement is needed in this area  |
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| Action Items | Person Responsible | Deadline |
| Patients are advised to voice any concerns or questions they may have about their treatment  | Clinicans | Ongoing |
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| Friends and Family Survey |
| 5mins | Dr Khan |
| Discussion | Friends and family test is a patient survey conducted last year to assess how likely our patients are to recommend our practice to their friends/ family.  |
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| Conclusions | 84% patients said they would recommend to friends and family and were happy with the doctor’s care and treatment.  |
| Overall good treatment but there is room for improvement.  |
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| Action Items | Person Responsible | Deadline |
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