

PATIENT PARTICIPATION GROUP MEETING

Date: Friday, 5th January 2018,

Time: 1.30-2.30pm

Venue: Shrewsbury Road Surgery

AGENDA

	Item	Presenter	Time
1	Welcome and Apologies	Mira Rajan Practice Manager	1:30 – 1:31
2	Introduction/Apologies /New Members Ground Rules	Mr Tanna (President)	1:31 – 1:35
3	Last meeting minutes	Mira Rajan	1.35 – 1.40
4	CQC Inspection/Report/Action Plan	Partners/Mira Rajan	1:40 – 1:50
5	Complaints/Suggestion/Patient Feedback - Surveys	Mr P Tanna & Mira Rajan/PPG Members	1:55 – 2:00
6	Practice Update – Website/NHS Choices	Mira Rajan	2:00 – 2:05
8	AOB	Practice Team PPG Members	2:20 – 2.30
	Next Meeting: 6th April 2018		

General Practitioners

Dr Anita Bhasi [Female] MBBS, MSc, DCH, DRCOG, GPwSI in Diabetes **Dr Girija Purushothaman** [Female] MBBS, LRCP, MRCS, MRCOG

Dr N Navaneetharaja [Male] MBBS, MRCOG **Dr C Sunanth** [Male] MBBS, FRCS, GPwSI in Minor Surgery

Dr R Shahid [Male] MBBS, MRCP **Dr S Hussain** [Male] MBBS, MRCP

Practice Manager: Mira Rajan [Female] Certificate Queen Mary in Primary Health Care Management

MINUTES OF PATIENT PARTICIPATION GROUP MEETING 5th January 2018

Present

Dr Anita Bhasi	Dr Nadaraja Navaneetharaja	Dr Girija Purushothaman	Dr C.Sunanth
Ms Pauline Ro	Mr S. Sajjan	Mrs Iqbal C	Mr Kuldip Phull
Ms Shilpa Patel	Ms Edyna Dansoe	Ms Bernice Barclay	

Mira chaired .
Pauline volunteered to take minutes

Welcome and apologies

Apology Joga Singh Karir, Mr Tanna. Mira went through ground rules. All accepted except 'silence will be taken as consent'. Pauline said that people might disagree with a proposal but not want to rock the boat. A vote would be needed to ensure that everyone agreed

Minutes of previous meeting

Agreed.

CQC inspection

Mira reported that this had taken place on 19 December. Surgery is no longer in special measures. Some improvements still needed. Report available from Mira.

Action: Consider holding a practice open day sometime in the summer.

Patient feedback & Practice Survey Results/FFT

Some of the Practice Survey including Nursing Team Survey were discussed. Positive comments were made by the patients. FFT results for over the past months were also showed lots of positive comments. All FFT surveys are published on the Practice Website. Practice is awaiting the results of GP Patient National Surveys.

Action: PPG members to encourage patients to actively engage in Patients feedback

Kuldip asked what the situation was regarding booking online and booking over the telephone.

Half of the appointments were available on line and half bookable by telephone. The telephone was available to book same day appointments from 10 to 12 daily and 2-4pm. There were another two telephone lines available to book appointments ahead. There was also a dedicated line available for elderly and vulnerable patients.

Newham 'Intelligent Health' PPG Engagement Service

Shilpa had attended their meeting and reported back. As part of an exercise she had explained why doctors don't always give patients the help they expect. One person at the meeting was very depressed and Shilpa reported how she had helped him by talking to him: he had not needed to see a doctor he just needed to talk to someone.

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Dr Navan commented on this, saying that often people presenting at the surgery had underlying non-medical needs: it was important to be able to signpost them somewhere where their needs could be met. Pauline said that she was glad the surgery displayed Claimants Union notices so that patients whose problems related to receipt of welfare benefits could signpost themselves to their meetings and be advised appropriately.

Practice update

Dr Navan said that bigger premises needed so more GPs could be employed and more patients registered. There is no legal limit on the number of patients per GP but it generally works out at 1800 per GP.

Shilpa Patel nominated by Dr Navan as Obesity Champion and Diabetic Champion. Agreed unanimously.

Any Other Business

Edyna Dansoe will consider standing as secretary.

PPG was reminded that patients who booked online had a chance to comment on their care via text messages from the 'Family and Friends' survey. Results are anonymized and supplied to relevant surgeries.

Next meeting 6 April 2018

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