

Meeting Minutes

PATIENT PARTICIPATION GROUP MEETING

29th May 2019 at 18:00 (*late start 18:30*)

Attendees:

Patients – 508440 (MM); 508449 (OM); 500957 (CHP); 9048 (DL)

Practice – Dr Bilal Bhatti; Dr Ranjan Das; Mike Munns; Sue Mellish; Robert Nsiiro; Lauren Saunders; Joanne Peters; Chambis Georgiou

No.	Agenda Item	Action
1.	Introductions The Practice Team were introduced and welcomed and then introduced our New Assistant Practice Manager RN to PPG.	MM
2.	Apologies Dr BB was delayed due to still seeing he's last booked patient. Sincere apologies were given to PPG	MM
3.	Minutes from previous meeting Hard copies of our last meeting minutes were produced to each attendee followed by an email with a copy of the notes also. <ul style="list-style-type: none"> Posters regarding the PPG and PPG meetings should be more prominent in the waiting area, as well as a notice board for PPG. – PGG members stated that they did see posters advertising the meeting, however it was not prominent enough. Staff badges – currently being looked into by MM. 	RN MM
4.	Screening of Surgery Presentation PowerPoint presentation presented by Dr BB (emailed copy to PPG members)	RN
5.	The Future of the Surgery Feedback regarding patient telephone handling and call waiting times were addressed, the Surgery have given all reception staff 1 month's consultation on the new surgery service hours, in order to have 4 receptionists at the desk at all times (<i>2/3 on telephones and 1/2 dealing with patients at the reception counter face to face</i>). This is to reduce the waiting times and queues at the reception counter. Dr BB advised PPG members Dr S A Bhatti officially retired on 1 st May 2019. Himself (Dr BB) and Dr RD will continue the partnership. <ul style="list-style-type: none"> Dr BB shared the good news of the surgery's new Male Salaried GP Dr Chris Udenze who will now be working regular sessions with the surgery as of 24th May 2019. 	MM

	<ul style="list-style-type: none"> An ANP (Advance Nurse Practitioner) will also be doing sessions at the surgery, still to confirm dates with agency. Another female GP will also be joining the surgery as a regular locum from 24th June 2019. She will be doing sessions at the surgery on Tuesday and Thursdays. <p>Having two extra GP's join or team will allow the practice to provide more appointment times for patients to be seen, also our new ANP who is skilled and highly experienced, he will also be able to carefully assess patients conditions, investigate and also properly diagnosis each individual and correctly prescribe the proper medication.</p>	RN
6.	<p>AOB</p> <p>Carers Week was advertised to PPG members, relevant information was shared by Dr BB to the PPG members should they be or become a carer for a friend/relative, as well as the following:</p> <ul style="list-style-type: none"> PPG members shared they would like to volunteer once/twice every other week to support other patients to register for Patient Online Access with the surgery tablet, also other work relating with patient participation. Telephone options to be reviewed as some options are not available. To consider a lower counter desk at reception to cater for wheelchair users, as well patients that may be unable to reach the current counter height. The surgery is limited with counter space as the lower counter of the practice is used by EPCS (Extend Primary Care Service) as their main reception desk. However, NHS properties will need to be contacted regard to this so, they can properly advise the options the surgery can take/do to meet this requirement for patients. Future virtual PPG meetings for members that cannot attend future meetings due to other personal commitments. Surgery to display a staff hierarchy in waiting area – In order to identify each member of staff/clinical member and what their roles are at the surgery. <p>PPG Members were not aware of the surgery website www.b-spa.co.uk, suggestions were made for the surgery to send out notifications via Text Message for future meetings and updates as well as updates on the website.</p>	<p>MM/RN</p> <p>MM MM/RN/CG</p> <p>MM/RN</p> <p>RN</p> <p>RN</p>
7.	<p>Next Scheduled PPG Meeting</p> <p>All members agreed that they preferred the meetings be held in the evening. A date was agreed for 24th July 2019 at 18:30 Following the meeting CG advised that they could not attend the meeting on this date and suggested the meeting be brought forward to the 23rd July 2019. This suggestion was circulated and as there were some objections made as most members preferred the 24th July 2019, so the next date of the meeting has been agreed for: Wednesday, 24th July 2019 at 18:30</p>	