

## MALZEARD MEDICAL CENTRE

DR KIRTI SINGH

PPG (PATIENT PARTICIPATION GROUP)

(Meeting Minutes - 11th DECEMBER 2018)

### **Opening:**

The meeting of the Patient Participation Group for Dr Kirti Singh took place between 12:30 – 13:30 on Tuesday 11<sup>th</sup> December 2018 in the meeting room

### **Present:**

Malzeard Road Medical Centre: Dr Kirti Singh, Dr Shobha Singh, Mrs Sayel Parvin

From Registered Patients: Mr S Ali (male), Mr A Hussain (male),

### **Introduction Agenda:**

SP opened the meeting by introducing herself, she has served the practice and its patients for 15 years and is passionate about the services provided at the practice for its' patients. SP welcomed and thanked all present for attending the Patient Participation Group Meeting of Dr Singh

### **NAME**

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The Group will be called PATIENT PARTICIPATION GROUP (PPG) of Dr Singh

### **AIMS**

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- ✓ To foster effective communication between the practice and its registered patients
- ✓ To encourage patient engagement in the development of the practice

### **OBJECTIVES**

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- ✓ To establish a clear and effective communication route between the surgery, and its patients.
- ✓ To work in partnership with the practice to help patients take more responsibility for their health.
- ✓ To contribute to the continuous improvement of services and quality of care, and in the monitoring of current provision and levels of patient satisfaction.
- ✓ To provide practical support for the practice and help to implement change.
- ✓ To challenge and support the Practice, to improve service delivery.
- ✓ To work towards a membership representative of the patient population.

### **MEMBERSHIP**

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- ✓ The group shall be made up of volunteers who are registered patients at Malzeard Medical Centre
- ✓ All members will work towards meaningful, and beneficial, engagement between practice and patients.

### **GROUND RULES**

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Dr SS started the meeting by setting openness and fairness for all attendees

- ✓ It is important that we support each other to participate in the group
- ✓ Encourage each other to share experiences and views of services
- ✓ Be considerate with ideas
- ✓ Be non-judgemental
- ✓ Allow each other time to speak and consider one another's needs

- ✓ Confidentiality – issues, comments should not be discussed outside the meeting without group consent

## MEETING PROPER

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Each patient attending the Meeting and forming the Patient Participation Group Meeting of DR KS introduced themselves and each of them was invited to express:

## EXPRESSED BY PATIENTS

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1. Approachable and personable practice and leadership team
2. Calm and tidy reception area / environment
3. Patient and Public Engagement improvement
4. Patients being encouraged to participate in practice activities / promotions
5. Large waiting area that is large and bright
6. To improve more available appointments either face to face or telephone consultations
7. Liked opening hours
8. Liked Triage Phone call system
9. Liked Dr KS as she is straight to the point, receptionists are very pleasant / helpful and Nurses are very good
10. Liked staff (easy to speak to), Doctors
11. Liked locality
12. Liked Helpfulness
13. Liked timely prescription process
14. To improve timing for appointments
15. Get to know the names of patients it is friendlier and more caring to make the effort to show that have taken the time to do this

## The common theme from the meeting was regarding the appointment system

- ✓ SP explained that the GP's were aware of capacity versus demand and went onto explain how the telephone triage system worked for urgent requests where a patient may ring the practice at 9am on the day of their urgent problem, the receptionist will take the patient details and a brief nature of the problem and the GP will triage and act upon the patient's problem
- ✓ KS explained the high DNA rates on pre-bookable appointments. A report was initiated and came as high DNA's hence the system has been changed to same day appointments, and patients will need to call on the day they require the appointment. We will get a report for the next meeting.
- ✓ DNA reports will be put on our PPG display board every month so patients can see differences.
- ✓ DNA text messages will be changed to explain how vital a missed appointment can be.
- ✓ KS explained A&E attendances were very high for the Practice before she took over. Ever since new system in place it has gone substantially down
- ✓ SS explained how to raise awareness amongst patients, the importance, and what could be done to avoid unnecessary appointments, which medicines can be bought over the counter etc..
- ✓ KS explained under the NHS guidelines about which medications are not on prescription anymore and can be bought OTC
- ✓ Mr SA explained that we can educate patients by telling them to read the leaflets of the medication so they understand what the product is being used for and side effects.
- ✓ Dr KS explained about the 111 appointments where when patients call 111 the service can book directly to our system if they think they have to be seen within 2 hours

- ✓ KS and SS explained the role of our HCA what she does. SA and AH happy with the system.
- ✓ Dr SS and Dr KS explained the 7 day service where patients can access a GP 7 days per week using 'GP Hub' where DR KS'S practice staff can pre book appointments using other GP extended hours services in the local area.
- ✓ SP explained phlebotomy services were routinely provided
- ✓ Capacity could also be met using the Practice Website: [www.malzeardroadmedicalcentre.nhs.uk](http://www.malzeardroadmedicalcentre.nhs.uk)
- ✓ Footfall website explained about services we provide and how to access.
- ✓ Dr KS were praised for her caring nature towards patients. KS explained patient views are an asset to the Practice so we can improve our services

At the end of the meeting the following **actions** were agreed:

- ✓ To survey patients who did not attend/cancel appointments
- ✓ To advertise promotion for patients to participate
- ✓ To send SMS messages/reminders to patients for invites as they feel this way is easier
- ✓ DNA messages sent in full explanation.
- ✓ DNA monthly report on display board to raise awareness
- ✓ To advertise MJOG on notice board so patients can download APP
- ✓ Put list of all Clinicians on display board so patients know who to book appointments with

**Next Meeting Topic:** Feedback on above actions

**Next Venue:** Meeting Room Malzeard medical Centre

**Time & Date:** 12<sup>th</sup> March 2019 @ 12.30

Meeting concluded by Dr SS, who thanked the group for attending and reiterated that she and the practice team as a whole had gained a lot of valuable information and support from the patients.