

MALZEARD MEDICAL CENTRE

DR KIRTI SINGH

PPG (PATIENT PARTICIPATION GROUP)

(Meeting Minutes - 28th June 2019)

Opening:

The meeting of the Patient Participation Group for Dr Kirti Singh took place between 12:30 – 13:30 on Friday 28th June 2019 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 Khaliq, Mrs S Khaliq, Ms M Shah, Mr Akhtar, Mrs T Begum

Introduction Agenda:

We are delighted that few more patients have attended our PPG meeting this month. Dr SS opened the meeting by introducing herself, and the importance of the meeting to improve services we provide to our patients. SP welcomed and thanked all present for attending the Patient Participation Group Meeting of Dr Singh

NAME

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

AIMS

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

OBJECTIVES

- ✓ 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

- ✓ 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

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

Actions from last meeting

- 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
 - As per patients request, we have put up the DNA figures in the waiting room on our notice boards
 - We have put up more promotion posters in the waiting room for patients to participate
 - SMS messages in detail for DNA are being sent for patients who miss their appointments to raise awareness
 - MJOG Poster in the waiting room to raise awareness so patients can download app
 - List of Clinicians working in Practice has also been put up on the display board in the waiting room

MEETING PROPER

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

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
 16. Happy with improved Services
 17. Concern with appointments availability- KS explained about the different risk groups that can walk in.
 18. Happy with on-line services
- AK and SK happy with on-line services and how the services improved over the time
 - KS explained how the Practice had a CQC visit and we passed the ratings successfully
 - The group was happy with the telephone triaging system

- There was some concerns about the evening clinic and how the services were not responded to
- KS praised for taking her time with patients
- KS will do a regular GP clinic in the evening (TBA)
- Signs and symptoms explained by SS and KS on minor illness and when to contact GP
- Discussed when to call Emergency Services
- KS explained about pre-bookable appointments at the Extended Access in the evenings including the weekends.
- MS wanted to know if multiple accounts can be added on on-line services as she is carer for her parents- SP will get back to her
- MS expressed some ideas for future PPG meetings which were: Education sessions on appointments, self-managing symptoms, pass the buck on service (if patient cannot come to PPG they will pass on to other patients to attend
- More promotion materials to be put up on waiting room to encourage patients for online services
- Members of the group are very happy with the services provided by the Practice
- 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..
- Dr SS explained about the 111 appointments where when patients call 111 the service can book directly to our system if they think they must be seen within 2 hours
- Capacity could also be met using the Practice Website: www.malzeardroadmedicalcentre.nhs.uk
- Footfall website explained about services we provide and how to access. All PPG minutes of the meetings on website
- Members of the group expressed to arrange PPG meetings on Wednesdays as it is more convenient for them.

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

- ✓ To add in on-line appointments (telephone triaging) which patients can book on-line
- ✓ To organise an educational session for patients
- ✓ More promotion posters for online services
- ✓ To advertise promotion for patients to participate
- ✓ To organise next PPG meeting on a Wednesday

Next Meeting Topic: Feedback on above actions

Next Venue: Meeting Room Malzeard medical Centre

Time & Date: TBA

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.