

**Patient Participation Group Meeting Minutes**

**5th Meeting**

Saturday 8th April 2017

**Present:**

**Practice representatives: Dr Hussain (AH), Zoubia Hashmi- PM, Zainab- Receptionist, Naheema Qureshi- Assistant PM/ PPG Secretary, Ashgan Ali- Supervisor (AA), Abdullah Maynard- Lateef Project**

**Patient representatives: Brenda- PPG Chair, Gulbano- PPG Vice Chair, and FK, 6 other patients**

**Apologises: Heidi- Practice Nurse, 7 patients were unable to attend**

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|  | Items | Actions |
| 1 | Welcome and Introduction  AH- Thank you everyone for attending the PPG meeting.  The purpose of these PPG meetings is to give practice staff and patients the opportunity where possible share decision making in the running of the practice.  The PPG agreed that the previous minutes were accurate.  16 patients were expected to attend. It is difficult to get patients to attend PPG. | **Continue to encourage patients to attend PPG meetings.** |
| 2 | Building  The practice is aware that the building is safe but not fit for purpose. We are in talks with CCG and hoping As mentioned in previous meeting PMC were given a support in principle to fund St Margaret’s Road development, however since then we have not heard anything. We have been having regular meetings with the CCG and hoping the CCG will support the practice. |  |
| 3 | Diabetes Awareness Day  All agreed to hold Diabetes Awareness Day on Saturday 29th April 2017 2 to 4pm.  FK- my whole family has been affected with diabetes and we have changed our lifestyle and the way we eat. I can bring in healthier eating options, tasters and recipes. Also face painting for children.  ZH- will invite Diabetes UK to attend.  ZH- hoping to book venue Fire station, unfortunately fully booked for the next year.  (AA)-to confirm venue ‘Ward End Library’.  To promote event, put up posters, put on website and also awareness raised verbally by staff when answering phones or during face to face encounter. | **AA- venue confirmed**  **All to promote event** |
| 4 | Patient Survey  The Practice has successfully carried out its six monthly survey in March 17, consisting of 377 patients with a response rate of 74%.  Previously, the main area of concern had been around telephone access, this has now shown an improvement and the score has increased to 60% (57%: September 2016), which now above the national mean. The new appointment system of “on the day morning appointments” being released at 8.30am; whilst the “afternoon daily appointments” at 11.30am has helped cut down the telephone congestion in the morning and the load is now evenly spread throughout the day to aid better telephone access.  There have been some adverse comments on NHS choices, which we’ve acknowledged and shared with our staff and we are providing more customer services training.  Next patient survey is expecting to be competed in September 2017.  Over the last 15 months, PMC has been undergoing a transformation of its services and the practice has tried to improve performance, access and introduce customer training for all of the staff. | **Next survey- September 2017** |
| 5 | Carers Day  Once we have finished with the Diabetes Event, we will be arranging a cares day- as many of our patients are carers and are not aware of the support available to them.  Date TBC  AA to arrange | **AA to arrange** |
| 6 | Romanian Patients  The practice currently has 10% of Romanian patients registered at the surgery.  The practice to encourage Romanian patients to join the PPG meeting. | **NS/AB to encourage patients to join the PPG** |
| 7 | Referrals waiting list  There are long waiting lists for patient appointments in secondary care. Up to 28 weeks wait for ENT, Dermatology and Orthopaedics. CCG are aware that the hospitals are in breach of contract. |  |
|  | Next PPG meeting 08/07/2017 |  |