



## Patient Participation Group Meeting Minutes 10<sup>th</sup> Meeting

Saturday 15<sup>th</sup> September 2018

**Present:**

**Practice representatives:** Dr Hussain (AH), Zoubia Hashmi- PM, John Hagans-Nurse Consultant, Heidi Ramirez-Practice Nurse, Ashgan Ali-Senior Administrator, Zainab Rahimi-Receptionist

**Patient representatives:** FK- PPG Chair, MR, AS, WA, ZF, SM, NF, IB, SB, NH and RU

**Apologises:** 11 patients

	Items	Actions
1	<p><u>Welcome and Introduction</u></p> <p>AH appreciated everyone for attending the PPG meeting. Explained the purpose of these PPG meetings &amp; emphasized the importance as the input from these meetings will ensure the Practice offers services relevant to our patients' needs.</p> <p>The PPG agreed that the previous minutes were accurate.</p> <p>More patients from all backgrounds and all ages need to join the patient participation group PPG.</p>	<p><b>Continue to encourage patients to attend PPG meetings.</b></p>
2	<p>Practice Updates</p> <p>AH informed the PPG re the new full-time salaried GP Dr Soleimanpour joining the Practice. He is an experienced doctor and has made a great addition to our team. He has worked in other practices around this area so is familiar with the problems that are faced and also the needs of our community.</p> <p>Dr Soleimanpour runs one session a week solely for Romanian patients who are seen with an interpreter. These consultations take slightly longer as the patients will have to speak to the interpreter who will then translate to</p>	

	<p>the GP and then back to the patient. Because of this clinic, it has been found that the other GP sessions run more smoothly and on time.</p>	
3	<p>Extended Access- Smart Care Federation</p> <p>ZF &amp; NK- Requested update on the location of extended access appointments.</p> <p>ZH- Explained that concerns from ZF, GM, NK &amp; SB regarding the appointments being located in the hub in Sparkhill have been conveyed to the federation. They have been informed of the fact that many patients do not have the means of travelling there.</p> <p>The federation informed the Practice that NHS wants a fixed hub which for our federation is situated in Sparkhill and there will be no extended access appointments at each Practice. Unfortunately, Pearl patients would have to travel to Sparkhill hub instead.</p> <p>All PPG members expressed their disappointment with the outcome and thanked ZH for passing on their concerns. They suggested to continue to liaise with the federation and if need be then FK, WA &amp; RU will be happy to have the petition signed by the majority of Pearl's patients.</p>	
4	<p>Internal Patient Survey</p> <p>ZH shared the results of the Practice internal patient survey. All PPG members were thanked (FK, WA, AS, MR and ZF in particular) for encouraging and assisting patients with filling out the questionnaire. ZH expressed her appreciation as the feedback is crucial to monitor the quality of services provided. The overall survey result (see enclosed) showed that the improvements made previously were still in place.</p> <p>The improvement action plan (see attached for details) was discussed in detail and approved by all PPG members present.</p>	
5	<p>Practice Premises</p> <p>RU- Asked if there have been any developments in regards to a new practice building.</p>	

	<p>AH- Informed of the outcome of the meeting with Paul Jennings (Chief Executive of BSOL CCG) and Karen Helliwell (Director of Integration) regarding this matter.</p> <p>The CCG are to commission Jo Siddles from Prime (UK) Developments Limited to carry out an utilisation survey and report around inner city Birmingham in search for suitable premises. The Practice awaits for Jo Siddle to be in contact to carry out this survey and then to share her findings.</p> <p>Until then, this building, which may be small, will have to be put up with for the time being. The important thing is that the practice is safe and secure. Additionally, the surgery is also waiting for a replacement of the lift to be fitted.</p> <p>FK &amp; SM- Suggested for all PPG members to write a letter to speed up the process.</p>	
	Next PPG meeting September 2018	