



Patient Participation Group Meeting Minutes

9th Meeting

Saturday 2nd June 2018

Present:

Practice representatives: Dr Hussain (AH), Zoubia Hashmi- PM, John Hagans-Nurse Consultant, Ashgan Ali- Senior Administrator, Alina Bugeag- Receptionist, Naheema Qureshi- Assistant PM/ PPG Secretary, Sameera Khan- Receptionist

Patient representatives: FK- PPG Chair, GM- PPG Vice Chair, NK, WA, SM, MR, AS, NH, RU, BC, SC, ZF and SB

Apologises: 9 patients

	Items	Actions
1	<p><u>Welcome and Introduction</u></p> <p>AH- Thanked everyone for attending the PPG meeting. Explained the purpose of these PPG meetings & emphasized the importance as it gives practice staff and patients the opportunity where possible share decision making in the running of the practice.</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>Continue to encourage patients to attend PPG meetings.</p>
2	<p>Practice Updates</p> <p>Since Dr Sabrina Jalil went on maternity leave in May, the Practice has two new female GPs Dr S Alam & Dr S Abdi as regular locums.</p> <p>The vacancies had been posted on NHS jobs for more salaried GP's but recruitment has been a nationwide issue.</p> <p>Health Visitor clinics are now every two weeks instead of weekly due to increased workload.</p>	
3	<p>Extended Access- Smart Care Federation</p>	<p>ZH to feedback patients' concern to</p>

	<p>Our practice is offering extra appointments to our patients on Thursday's from 6.30pm to 8pm for Pearl MC patients. Also, extra 4 hours of appointments on allocated Saturday & Sundays and these appointments are for PMC patients and patients registered with practices who are part of the smart care federation. This improved access.</p> <p>Unfortunately, from 1st of August the federation are moving all the appointments to the hub in Sprakhill.</p> <p>ZF, GM, NK & SB raised their concern re the hub location being Sparkhill. It may be a service but we (the patients) can't get to it. Most of us don't have cars and there is not a direct bus route. Pearl is good because we can walk to it.</p> <p>ZH explained that the Practice staff fully understood this concern and we have already raised it with the federation directors. We'll feed this back to the federation & CCG again; it is the federation & CCG where the decision-making takes place.</p>	federation directors.
4	<p>Internal Patient Survey</p> <p>NHS sent out GP Patient surveys in January to March 2018. ZH explained that we tend to have poor uptake despite of encouraging & reminding patients to take part in these surveys. Also, the survey samples are randomly picked and some of patients completing these surveys may not have visited the Practice in the recent months/years, hence, their feed-back is not reflective of the changes/improvements which have taken place more recently.</p> <p>Therefore, the Practice has been carrying out internal surveys over the past few years. Initially, these were conducted on a quarterly basis but then as a result of patients' feedback, were changed to 6 monthly. In the last PPG meeting it was decided to conduct these once a year as it would allow for sufficient time to adopt & embed new practices and assess the development.</p> <p>ZH thanked PPG members (specifically FK, MR, ZF, WA, AS & NF) for their assistance in administering the previous surveys. ZH asked if the PPG members can once again assist in the forthcoming surveys which are to be held towards the end of this month.</p>	FK, ZF, AS, WA & MR (PPG members) to help patients who may have language barriers to fill in the gp survey forms.

5	<p>Practice Premises</p> <p>RU asked for update re premises. The PPG would like to support the Practice and write a letter to the CCG/NHS for support for a new building. The Practice needs more space for patients' needs.</p> <p>AH informed that Paul Jennings (Chief Executive of BSOL CCG) & Karen Helliwell (Director of Integration) are coming to discuss premises on 5 July and PPG will be informed of the outcome.</p>	<p>ZH to inform PPG of the outcome at the next meeting</p>
	<p>Next PPG meeting September 2018</p>	