

INSPIRE MEDICAL CENTRE  
2<sup>nd</sup> Floor Croft Shifa Health Centre  
Belfield Road  
OL16 2UY

## **Minutes of the Patient Participation Group Meeting 30.05.2017**

**Meeting held on 30<sup>th</sup> May 2017**

### **In Attendance**

Dr Roy	GP
Sobia Anwar	Office Manager
Debbie Cleasby	Patient

### **Apologies**

Dr Sharma	GP
Iram Kazmi	Practice Manager
Arbab Hasan	IT Lead

Abdul Latif	Patient
Mohammed Anwar	Patient
Nahid Latif	Patient
Zolaikhab Khan	Patient
Khurram Rashid	Patient

### **Agenda**

- **Recap on the last meeting**
- **Changes to the surgery opening times from June 2017**
  - \* **Reasons behind the change**
  - \* **How this change affects our patients**
  - \* **How this change benefits our patients**
- **Importance of the friends and family test**
- **Any Other Business**

Invite sent to all 16 members (more than two weeks in advance) – 1 patient showed up to the meeting.

### **Recap on last Meeting**

- Informed member that we took into account from last meeting that more web access will be beneficial for patients as more people have started to use service. Therefore number of web appointments has increased per week
- Extended hours web appointments now available (4/week in total)

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- Extended hours also now are broken down into early morning and evening appointments – taken into account the different working shifts patients do and hopefully will cater to more working patients. Extended hours are also now conducted by male and female GP.
- Telephone appointments unfortunately could not be made into web appointments as we trialled this and patients got confused and came into surgery when it was telephone. Therefore at this moment telephones can only be booked via phone or desk
- Member suggested that we outline these changes on the TV, so when patients are waiting they can see/read this – and then pass on information to other patients as will stick in their head (word of mouth – more patients being informed). Agreed this was a good idea and will look into it.

### **Changes to the Surgery times JUNE 17**

- GP informed member of the change taking place in June 2017. From 1<sup>st</sup> June 2017 surgery will be open 5 full days 08.00am – 6.30pm (including Wednesdays). At the moment we will start opening on Wednesdays, however GP will start conducting PM clinics on a Wednesday later in the month. Slowly tapering into the change. Patient happy about this.
- GP spoke to patient about core+ and what it is. How all gps will have a standard triage system, which helps eliminate patient's queries on different gps offering different services. Idea of core+ is to increase access for patients who need it and be able to correctly signpost patients to services which are better suited for their conditions. Member understood that it was hard to signpost as the patients did not perceive the care at the chemist service and 7DA GP hub well, as they believe that we're 'fobbing' them off. However she agrees this is not the case and it is to manage the patients' health in the most efficient way. She advised that we make the care at the chemist poster bigger and highlight contact numbers so catches patients eyes while in waiting room. Also suggested trying to get these posters in Urdu or Bengali.
- Informed member that these changes should not affect patient too much, as process of booking appointment is same and so is prescription ordering/collection times. Member then mentioned that she was unaware of prescription collection/ordering timings however as she was waiting today for meeting she read on notice. She said she thought it was too small and suggested that it be written bigger on a sheet and put near reception so other patients are aware and in turn causes less hassle for the staff when trying to explain. Agreed with this idea and will make notice bigger and more colourful.

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#### Friends and Family Test

- Informed member that it is very important that our patients complete these tests as will help us improve however finding it difficult to get the patients to do them. She suggested if we could get them in different languages other than English as the majority of our patients are southasian. Will need to look into that as machine provided by CCG. She suggested that **we could try using different system on checking patients satisfaction** – counter system (green = happy / red =unhappy with service) – tally up weekly/monthly etc. Or maybe revert back to paper F&F tests as patients more likely to sit down and fill them in rather than stood at elephant kiosk.

#### AOB

- **Watercooler** – patient mentioned that in a previous PPG, members requested watercooler however PM said he will speak to building management. As change in management, I informed her that I will look into it again for her
- **Notices** – wanted to discuss with member if she approves of the notices and what she would change. Happy with all self-made notices as use of colour and pictures however the only one she said she would add is the one with prescription timings at the desk. She also mentioned again that the **care at the chemist poster should be A3 size.**
- **Waiting times** – questioned whether it would be beneficial if waiting times/delays were shown on TV screen to give patients abit of reassurance. Informed this may not be possible however we do try to inform all patients verbally if there are any delays.
- **Late Arrivals** – PPG member thinks 15mins is too long that we allow patients to be late. Not happy that it will delay the clinic and unfair on patients that have been waiting a long time. She suggested we **create another poster on DNAS** and to inform patients the consequences of delaying longer than allowed.

Next meeting date to be announced