

PATIENT PARTICIPTION MEETING

WEDNESDAY 17th October 2018

PRESENT:

Practice:

Dr Suryani

Karen Partridge – Reception

Sally Beck - Reception

Aamira Suryani - Business Manager

Patients:

Mr S Darling Mrs A Boyd Mrs Khawaja

Mrs Goble and Mr P Farrelly.

Apologies:

Madhu Mohan Practice Manager

The purpose of this meeting was to reassure patients that even though changes have taken place, we are still striving to improve the surgery. Also what the patient concerns are so they can be addressed.

Patients concerns from last meeting were they did not get an explanation from the Practice regarding Dr Haquanni retirement has since been put on practice website.

In response to our last meeting Extended Access at Winyates Health Centre is running every 6 -8 weeks for our patients. Eventually all 22 surgeries in the area will be expected to also run extended hours. This service doesn't include blood tests etc. as it would be too late for lab collections.

In response to last meeting Dr Suryani has employed a Phlebotomist for two hours on a Thursday morning 8.30am to 10.30am. which has been very successful for our working patients we are still looking for another Nurse or HCA for Thursday/Friday of each week, Mr Darling did question why it was difficult to employ another Nurse the response was Nurses generally only want school hours.

We discussed feedback from patients (family and friends) Constructive feedback is always welcome on NHS choices named if possible not anonymous .

Moving forward the Doctor is looking at getting another telephone into the surgery.

Woodrow Medical Centre is closing from December 2018 and as a practice we are taking on new patients at moment we have taken on about 100 new patients but assured the group this would not have an impact on patient care. The more patients we take on the more services we can provide ie

Insulin Management

Diabetic Nurse

Also an increase in Drs and Locums. Mrs Boyd was keen to have another Lady Dr and increase Nurse services to 5 days a week. Possible earlier clinics for the nurse for fasting blood tests.

As a practice we are trying to move patients onto online access for prescription request and blood test results to cut down on phone calls to the surgery.

Mjog service will continue to send text message reminders to patients We discussed the amount of DNA the surgery has every month that we monitor . This has reduced each month but is still 50 missed appointments in September 2018. We will print out the DNA information for the group to look at next PPG meeting.

Dr Suryani discussed with the group about the reports back to the CCG each month for the referrals and that the surgery is doing well with this procedure of referrals for our patients. Also for prescription to keep cost down with certain medications if they can be switched to cheaper alternatives if on long term use.

Mrs Goble commented she is pleased with the locum Dr who is now working here with us Dr Kulkarni .

The group discussed the reception staff, and have expressed that they would like to keep the current staff employed as they are pleased with the service and the improvements that have been made on reception.

The group discussed blood test results and the procedure that the surgery uses with the Doctor sending tasks to reception staff to follow up with the patients if re test is needed, or appointment to see the dr is needed . This is done weekly by reception staff and all patients are booked in if needed. The group thought it would be helpful for patients for a sign to be displayed in the reception when to call back for results .

The group discussed extra services the surgery is providing Scirvens and Sandwell and the possibility of more services for the future that the Dr would like to provide is (Asthma nurse) diabetic clinics and possible physio clinics depending on patient numbers The group thought this would be good for patients.

The group also discussed services that the surgery provides that have been successful Healthier you pre diabetic service Mr p Faraley had just finished the programme and had found it very helpful .Also Social prescribing has been helpful for our patients and has been used most weeks from commencement of the service earlier this year.

The group asked the Dr if many patients had left after Dr H retired. The surgery did lose a few patients but numbers are increasing again now with the closure of The Woodrow medical centre. The group was reassured again that patient care will not decline.

Mr Darling commented that he was pleased with the surgery he can always get appointments and has used the surgery for many years. Mrs Goble commented that she felt the Doctors manner has improved.

To conclude moving forward the surgery is actively taking on more patients and will be looking at more services as discussed above.

The Doctor suggested a news letter for the surgery on line each month for seasonal information ie flu vacs October NHS health checks ongoing through the year.

The next meeting will be in 3 months January 2019

Meeting closed 2.30pm

