

**Patient Participation Group Meeting Minutes**

**3rd Meeting**

Saturday 6th August 2016

**Present:**

**Practice representatives: Dr Hussain, Zoubia Hashmi- PM, Heidi Ramirez- Practice Nurse, Zainab- Receptionist, Louise Kane- Office Manager, Naheema Qureshi- Senior Administrator/ PPG Secretary, Abdullah Maynard- Lateef Project**

**Patient representatives: BI- PPG Chair, GM- PPG Vice Chair, SK, FK, 5 patients (need consent)**

**Apologises: 11 patients were unable to attend**

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|  | Items | Actions |
| 1 | Welcome and Introduction  Welcome new PPG members who attended today.  Introduced Brenda- PPG chair- she was elected at the last PPG meeting and Gulbano- PPG Vice chair and Naheema –PPG Secretary.  Many PPG members failed to attend today.  Minutes from last minute agreed. |  |
| 2 | Patient Survey  PMC has successfully carried out its quarterly survey in June 16 consisting of 208 patients with a response rate of 64%. Over the last 7 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.  The comparison with the previous two quarters has confirmed that improvements made to service levels have remained in place from appointment satisfaction to the consultation and the staff. The overall score has increased to 72% (70%: March 2016). The main area of concern had been around telephone access, this has shown some improvement and increased from 52% to 56%, which still below expectations.  Previously agreed action plan for example for staff to answer calls from 8:30am in place has evidently worked; however, further improvement is needed and we’ve therefore decided that in addition to current practice PMC is to actively educate our patients and promote online access.  The feedback re the practitioners has also shown slight improvement, although, is still short of national mean.  Recruitment of salaried GPs has always been an issue in this area, despite this we will continue to regularly advertise and try to recruit salaried GPs and until this is achieved we plan to use regular long-term locums to ensure continuity of care.  The practice will continue to monitor the outcome of this, by repeating the survey in a further 3 months’ time. | **Next patient survey in September 2016** |
| 3 | How to improve the appointment system?  PPG complaining that all the appointments are booked within 30-40 minutes.  Possible ideas;   1. **Have next 4 weeks routine appointments available to book and the rest emergency on the day appointments only.** *Issue with this is that the dna rates will increase. Nurse’s appointments are booked in advance and there is a high dna rate, which is waste of appointments. There would be a high chance of even higher dna rate.* 2. **At the moment the first 3 appointments are pre-book appointments only with each doctor, would like more pre-bookable appointments throughout the day.** 3. **Appointments are released on the day at 8.30am, perhaps release afternoon appointments later as many patients are at work or school and find difficulties coming in or calling at 8.30am to book appointments.**   Plan to release morning appointments at 8.30am and afternoon appointments at 11.30am. As this will reduce the congestion in the morning and give patients better access. We will review the system in 2 months time. As from 1st October | Release morning appointments at 8.30am and afternoon appointments at 11.30am as from 1st October 2016. |
| 5 | CQC Visit  Practice had its last CQC visit on 19th April 2017.  Draft report has been sent to the practice which had some factual inaccuracies and the practice has appealed. We are waiting for the final report. We are expecting to be out of special measures.  Once the final report is published you will be able to see it online and we will have a link on the website. |  |
|  | Next PPG meetind Date to be confirmed. |  |