

**Patient Participation Group Meeting Minutes**

**6th Meeting**

Friday 14th July 2017

**Present:**

**Practice representatives: Dr Hussain (AH), Zoubia Hashmi- PM, Zainab- Receptionist, Naheema Qureshi- Assistant PM/ PPG Secretary**

**Patient representatives: GM- PPG Vice Chair, FK, AS, SB, SA, ZF and PF**

**Apologises: Ashgan Ali- Supervisor (AA), Abdullah Maynard- Lateef Project, BI- PPG Chair + 12 patients**

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|  | Items | Actions |
| 1 | Welcome and Introduction  AH- Thank you everyone for attending the PPG meeting.  The purpose of these PPG meetings is to give practice staff and patients the opportunity where possible share decision making in the running of the practice.  The PPG agreed that the previous minutes were accurate.  We have a new PPG member from the Romanian community.  We need to encourage more patients from all backgrounds and all ages to join the patient participation group PPG. | **Continue to encourage patients to attend PPG meetings.** |
| 2 | Diabetes Awareness Event- 29/04/2017  The event went really well, we had a big turnout. A big thank you for everyone who supported the event. The pictures of the events are on the Pearl Medical Centre website. Good feedback received from patients.  FK- to be practices new Diabetes Champion.  Post event; Shaleen- Diabetes UK wants to work with FK (PPG Member) to set up a Diabetes community group.  PMC/ Shaleen/FK to work together and set up community group. |  |
| 3 | Practice updates  He practice is proud to announce that we are having 2 new full-time salaried GPs starting in September. One male and one female GP. Also one of our female locum GPs will become a salaried GP 4 sessions per week.  Many of the staff at the practice speaks another language other than English. This is to support our patients needs as 68% of our patients- English is not their first language.  In the past we have had many health visitors, midwives and salaried GPs and locums are leaving. Julie the midwife is leaving her post. The practice knows this is area is difficult with high young population, high pregnancies therefore high births, this then puts strain on the midwives and health visitors.  The practice treats all patients with dignity and respect and we expect the same from patients to staff. |  |
| 4 | Antibiotic Awareness Event- Romanian community 13/07/2017  After receiving feedback from patients and staff that when Romanian patient see the doctor and do not get antibiotics, they tend to go to Romanian shops and buy them over the counter. Also when they go to Romania they buy and bring antibiotics back with them. The practice arranged an Antibiotic Awareness Event aimed at the Romanian community to provide patient education on the use of antibiotics.  Feedback received that the patients felt the event was informative.  The event went so well, that the practice will be holding another Antibiotic Awareness Event for the Pushto/Mirpuri community. | **Monthly patient educational/open discussion meetings with the Romanian Community.**  **Next meeting Thursday 17th August 2017.**  **Date to be confirmed** |
| 5 | Carers Day  The practice is organising a carers day with ‘Birmingham Carers Hub’. We are waiting for them to confirm the date they are available.  Many of our patients are carers of all ages. They have a difficult job and they need support and some of them do not know of the support available to them. For example. Carers break grant- a carer can take a break from caring and they will provided respite care for the patient. | **Date to be confirmed** |
| 6 | Building  We know the building is too small. The practice has been here for 16 years from 500 patients to 10,000 patients.  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 patient’s needs.  The demand at the practice is very high- double the national average.  GM- VC PPG will do draft letter addressed to CCG/NHS in support of the building, letter to be reviewed in the next PPG meeting. | **GM to write letter to CCG/NHS in support of a new building.** |
| 7 | Did Not Attend- DNA  The practice is continuing its DNA policy; 3 dna and the patient will have to move surgeries. Each appointment wasted costs the practice £12-£15, plus another patient could have used that appointment.  The practice is encouraging patients to register for the online services. Currently 22% of our patients are registered for the online services. |  |
| 8 | AH- when I see patients I ask them what is their priorities;   1. Good education for their children 2. Training for job 3. Housing 4. Health |  |
| 9 | Patient surveys  Last patient surveys were completed in March 2017, a PPG member who speaks Pushto/Urdu helped patients who have difficulties speaking English complete the surveys. Next surveys due in September- we would like PPG members to help patient’s complete surveys again.  Results discussed | **GM has agreed to help patients who require help to complete patient surveys in September.** |
| 10 | Telephone system  The practice is in contact with the CCG in regards to a new telephone system, there will more lines, queuing system to ensure better access for patients. |  |
|  | Next PPG meeting Saturday 7th October 2017 |  |