

**Patient Participation Group Meeting Minutes**

**7th Meeting**

Saturday 4th November 2017

**Present:**

**Practice representatives: Dr Hussain (AH), Zoubia Hashmi- PM, Zainab- Receptionist, Ashgan Ali (AA)- Senior Administrator, Naheema Qureshi- Assistant PM/ PPG Secretary, Abdullah Maynard- Lateef Project**

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

**Apologises:, BI- PPG Chair + 10 patients**

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|  | Items | Actions |
| 1 | Welcome and IntroductionAH- 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.****Meetings every 4 months.**  |
| 2 | Our next ‘Diabetes Awareness Day’ on Saturday 18th November 2017 1pm to 3pm. Pearl Medical Centre and Diabetes UK are working together to bring awareness of Diabetes and to celebrate the launch of Pearl Diabetes Group.This will be a great opportunity for you to find out what information and services are available for people with diabetes.There will be FREE food tasting, Tips on healthy living and Face painting.We need people to volunteer.  | **Details on website.** |
| 3 | Practice federationPractice is part of Smart Care federation. We will be offering winter pressure appointments. These additional appointments started January 2017, we offer extra appointments on Saturday and the sessions are rotated between the other practices in the federation. The extra hour we offer on Mondays to Friday’s are   |  |
| 4 | GP Patient Survey 2017 resultsGP survey poor uptake. Only 63 patients responded out of 392 (16%). That’s 0.6% of patient population. Poor results in getting through on the phone. Unfortunately the phone lines get extremely busy at 8.30am & 11.30am. We are in contact with the CCG for the new telephone lines and call waiting. This will take a few months. Our internal survey’s we had a good response. 377 patients completed the form and gave good feedback. That is 3.77% of practice population and patients who are actually using the services. Thank you MR (PPG Member & Patient) with helping patients filling out the forms.  | **Get update from CCG re: telephone lines (NQ)**  |
| 5 |  Zero toleranceThe level of verbal abuse and threatening behaviour towards our staff has increased significantly. This behaviour is totally unacceptable and will not be tolerated. We have a duty of care to our staff as well as our patients. Staff have a right to come to work without fear of violence or abuse. The result of this continued abuse is that staff become unwell and stressed and in some cases need time off work. Verbal abuse, swearing, shouting and threatening staff is totally unacceptable and will not be tolerated. Along with the rest of the NHS, we operate a zero tolerance policy. Our policy is displayed in the practice and on our website. Aggressive and abusive patients, the police are called and the patient is removed from the practice. Patients that are removed can only register at a surgery in Handsworth.  |  |
| 6 | Winter SeasonVery busy lots of cough, cold and flu. Patients need to try over the counter and home remedies. GP’s do not prescribe antibiotics for flu.  |  |
| 7 | Did Not Attend- DNAThe 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.  |  |
|  | Next PPG meeting Saturday 7th October 2017 |  |