

## Patient Participation Group Meeting Minutes

### 12<sup>th</sup> Meeting

Saturday 9<sup>th</sup> March 2019

**Present:**

**Practice representatives:** Dr Hussain (AH), Zoubia Hashmi (ZH) - PM, John Hagans(JH) - Nurse Consultant, Taiba Farooq- Senior Administrator & PPG Secretary, Sameera Khan – Administrator, Saboor Khan (SK) – Senior HCA

**Patient representatives:** FK, WA, SR, RM, RU, MK, MI

**Apologises:** 14 Patients

	Items	Actions
1	<p><u>Welcome and Introduction</u></p> <p>AH- Thanked everyone for attending the PPG meeting. Highlighted the purpose of these PPG meetings is to give practice staff and patients the opportunity where possible share decision making and keep each other informed of important updates.</p> <p>Many patients were unable to attend today.</p> <p>We need to encourage more patients from all backgrounds and all ages to join the patient participation group PPG. Suggestions were made for surgery to advertise the meetings more.</p>	<p><b>Continue to encourage patients to attend PPG meetings. Give out information slips regarding the date and time.</b></p>
2	<p>Practice Updates</p> <p>AH- Explained of the pressure that the surgery has been under with the growing demand of patients. The average consultation rate elsewhere in the country is 4 in comparison to Washwood Heath where its 10.6.</p> <p>RM- Enquired why patients attend frequently.</p> <p>ZH- Answered that many patients have long term conditions that may need regular monitoring, diabetes being the most common. Others book appointments for matters that can easily be resolved with over the counter / home remedies.</p>	

	<p>FK highlighted the need for more patient education and awareness re self-help.</p> <p>AH- Health Visitors and midwives are under the same pressure. Double the birth rates in the inner city of Birmingham, creates extra work load for them. In our area, there are 700 patients on their list which is more than double in comparison to less populated areas.</p>	
3	<p>Making appointments</p> <p>RU- Stated how challenging it is to get through on the phone lines.</p> <p>ZH- Explained that we have 6 phone lines being answered so for the 7<sup>th</sup> called the tone will be engaged. The surgery follows the NHS/ BMA guideline re number of appointments being on offer(i.e. 72 appointments per thousand patients).</p> <p>The appointment system was clarified, where appointments are released 8.30 am for the morning clinic and 11.30 am for the afternoon. Prebookable slots available to book during the whole week and there are always emergency appointments on the day. In addition, online appointments can be booked via the website or app. In addition to this, Saturday appointments are available from 9.00.</p> <p>Once all of these appointments have been booked, as per NHS guidance, patients are signposted to contacting 111 for advice, the walk in centre or the A&amp;E department.</p>	
4	<p>Funding</p> <p>AH – Discussed the matter of patients in our community seeing a GP more than four times a year. NHS/CCG are aware of this yet we still remain poorly funded to meet the demand of our area and there are no extra provisions to meet high demand.</p> <p>From next year April, we'll be having further funding cuts as our PMS contract is being changed to GMS which will add extra pressure on the Practice and its staff.</p>	

	<p>FK &amp; WA - the community needs to be more aware and start making use of other services such as community pharmacy etc.</p> <p>SR, MK- Agreed with this point and will speak to people in the community to explain the pressure that the NHS is under.</p>	
5	<p>Education and Health</p> <p>RU, MK- The community would benefit from being educated on common but avoidable health problems.</p> <p>AH- Patients have prominent health problems such as diabetes and high blood pressure which leads to a lower life expectancy, patients dying 15 years earlier on average to less populated areas.</p> <p>The Practice put on many talks at the local library on various topics ranging immunisations, antibiotics, diabetes awareness and screening services available. Problem lies in the poor interest and involvement from the patients. Regardless to how many people we invite, very few attend. As you can see today too, very few patients have attended this meeting.</p> <p>RM- Suggested for more posters to be put up and also for patients to be given an information slip of the events details.</p> <p>RU offered to help promote these meetings &amp; awareness events in the community centre that he leads.</p> <p>ZH- Stated that the surgery advertises on the website and a poster is put up prior to the event.</p>	<p><b>ZH- To put up more posters and provide information slips for upcoming events</b></p>
	Next PPG meeting 15 <sup>th</sup> June 2019	