

**Alum Rock Medical Centre**  
**Patient Participation Group Meeting**

**30.4.2014**

**Attendees:**

Mr Tariq Iqbal (Chair), Mrs Tazeem Imran (Vice-Chair), Mr Peter McGrath, Mrs B Cassady, Mr Mohamed Yasin, Mr Mohamed Arif, Mr Muhammed Nawaz, Mr Mohammad Mushtaq, Miss Roufe Bi, Mrs Sawji Bi, Dr Mariam Akhtar (GP)

**Apologies:**

Fowzia Saddique, Shubna Gul, Saima Kauser, Sandra Hendrickson

**Introduction**

The PPG were pleased to note the addition of a few new members to the group.

We had a short talk from representatives of Birmingham South Central CCG, following a recent practice application to join them.

There was a recap of points emerging from the last meeting and the last patient survey.

**Appointments**

We had a discussion about the appointment system in place, and all patients agreed they were very happy with the system in place. Amongst the PPG members there has not been any uptake of the online booking service, but all agreed it was a useful additional tool to booking appointments. There was universal approval of the current emergency appointment system, whereby patients will almost always be seen on the day, and patients not having to wait more than 48hours for routine appointments.

**Repeat Prescriptions**

The repeat prescription service was discussed, and there was universal approval amongst the PPG members who liked the fast turnaround.

## Priority areas for 2014/2015

3 priority areas were identified by the PPG

1. TI reported she is aware of a number of patients who will not use the surgery toilet facilities due to them being a mixed facility, with some female patients citing discomfort with this. All PPG members agreed that resolving this should be a priority area.
2. A few PPG members mentioned they can sometimes struggle to find nearby parking. Currently the majority of patients who drive park off- road, which can become congested during rush hour. A number of PPG members were not aware of the surgery car park and how to access it.
3. The PPG felt it important the the PPG play a greater role in community cohesion by reaching out to patients. Following discussions the PPG agreed that a patient led newsletter may be a good way of achieving this. This could include information on alternatives to A&E, local charities, self help groups and local news etc. Paper copies and online access to this through the surgery website.

Priority Area	Action Plan	Timeframe
1. Single sex toilet facilities for patients	The current disabled toilet will be changed to 'Ladies' as well as remaining the toilet for people of both sexes who require wheelchair access. The current unisex patient toilets will become 'Males' only.	3 months
2. Increase awareness of car park facility at back of surgery	Put information regarding about accessing the car park on the surgery website	Immediate
3. Trial of Practice Newsletter	PPG to lead on this, with full support of GP clinical and admin staff.	6 months

## Next Meeting

The PPG was originally scheduled for 3 months, but the group felt as this would be during Ramadan, it would be better to postpone it until August 2014.