

Alum Rock Medical Centre

Thursday 17/02/2017, 1:00 to 2:00PM

Meeting Hall, Alum Rock Medical Centre

27-29 Highfield Road, Alum Rock, Birmingham, B8 3QD

Patient Participation Group Meeting Minutes

Attendees:

Patients: Anwar,Iqbal,Shabana, Ijaz, Tazim, Roufe, Amjid,Rekha

Staff: SohailYounas (SY), Aarifah Jamil (AJ), Mariam Akhtar (MA)

1.	<p>Welcome and apologies</p> <p>SY welcomed all attendees.</p>
2	<p><u>Last meeting minutes</u></p> <ul style="list-style-type: none">➤ All staff present were pleased with the excellent turnout at the PPG meeting➤ Health promotion event – last one was just before Ramadan, plan to arrange another one in the next few months.➤ EPS has gone live – can now send prescriptions electronically so no need to wait to collect prescriptions. Some PPG members are using this and happy with it.➤ Text messaging service in use where patients are reminded of appointments/ reminders etc – need to ensure surgery has correct mobile number so if changed patients need to inform reception➤ Antibiotic guardians – all PPG members present in last meeting signed up to be antibiotic guardians. antibiotics. May not even need then in some cases can take something lighter.
3	<p><u>Survey Results / Complaints/ Compliments/ Friends & Family results</u></p> <p>Recapped results of National Patient Survey 2016. With previous appointment system, staff continued to see patients who were late, resulting in knock on effect on following patients, resulting in patients being seen later than their appointed time. This has been changed for GPs, and patients are encouraged to make appointments rather than 'Sit & Wait'. Emergency walk ins are still seen on the day. Patients have expressed they are happier with this system which results in less waiting time for them. Practice Survey in December confirms this. We still allow walk in's for HCA chronic disease reviews and phlebotomy.</p>

	<p>Another theme that came up in the survey was that Phone lines are frequently busy and require a wait before being answered.</p> <p>SY informed PPG we are working on this by encouraging patients to <u>use online access</u> for appointment and prescription booking system thus easing pressure on the phone lines and reception staff.</p> <p>PPG & Staff had discussion about other measure we could implement. Many other surgeries <u>do not allow repeat prescription requests to be done over the phone</u> (except for housebound patients or other exceptions), resulting in less pressure on phone lines. This is something we could consider implementing. Mixed views from PPG members. Plan: To be discussed at a staff meeting</p> <p>Compliments Reception staff (particularly Baljit and Zafar) have received many verbal compliments and were praised by patients for their very helpful service.</p> <p>PPG members expressed satisfaction on being seen on the day/next day compared to other surgeries where you often have to wait a week or two after booking an appointment to be seen.</p> <p>Friends and Family results-In January 98% of patients said they would recommend the surgery to friends or family. Please see below our results from last year: December 2016-98% November 2016-88% October2016-100% September 2016-92% August 2016-81% July 2016- 90% June 2016-94% May 2016-94% April 2016-100% March 2016-93% February 2016-100% January 2016-100%</p>
4	<p><u>Waste management audit review</u></p> <p>SY thanked the PPG members for completing the Waste Management questionnaire at the last meeting. From this it is apparent that sometimes pharmacies are ordering repeat medication on behalf of patients who may not necessarily need it as they still have some left hence this is wasteful. Pharmacy should be asking patients which repeat items, if any, they require before putting in the repeat request to the surgery.</p> <p>SY says he has written to the local pharmacies reminding them of this.</p>

5	<p><u>Online appointment system</u></p> <p>Online appointment systems are rolling out across the country not just Birmingham. Patients able to make appointments online and order repeat prescriptions. This would be less time consuming if done this way and alleviate pressure of Reception staff and especially free up phone line.</p> <p>PPG members discussed that some patients would still expect to use phone lines. Such as elderly patients/ patients who don't really know how to use a computer/ internet. MA & SY confirmed that this is still allowed, as well as requesting appointments in person. However we are trying to encourage use of online access.</p>
6	<p><u>Feedback/suggestions</u></p> <p>PPG member requested that we increase volume of speakers in reception as waiting room can sometimes get noisy when full.</p> <p>PPG & Staff discussion about theme of next Health Promotion event. Decided on 'Preventing Diabetes' due to high prevalence of Diabetes in the surgery population, and many of the PPG members knowing someone / themselves suffering with Diabetes. SY will liaise with outside agencies and staff to arrange a health information session open to all patients on this topic in next few months. PPG request it be done prior to/after Ramadan.</p> <p>Would be useful to have a medical screen that projects health/ medical related slides on the screen on reception so patients can view whilst they wait. SY will look into this</p> <p>PPG notice board in Reception where meeting minutes will be displayed and other information regarding PPG.</p>
7	<p><u>Next meeting date</u></p> <p>Next meeting to be arranged around early May (preRamadan) as decided by PPG members</p>