

MINUTES OF PATIENT PARTICIPATION GROUP MEETING
ON 9th AUGUST 2018

PRACTICE ATTENDEES:

Dr M.S.Esmail (MSE)
Shila Pindoriya (SP)

PATIENT ATTENDEES:

Chair Mr HS
Mr BG
Mrs SA
Mrs PO
Mr MV
Mrs YA
Mr NA
Mr AH

APOLOGISES FROM:

Secretary Miss HC
Mr US
Mrs BS
Mr IO
Mr DS
Mrs MS
Ms NK
Mrs MG

Introduction and welcome

Dr MS Esmail and Mr HS welcomed everyone to the meeting and thanked them all for coming.

BACKGROUND

- Explained what the reason for having a Patient Participation Group is.
- How we can improve the service by getting feedback from PPG.
- To take this PPG further we need to have a Chairman, Secretary and members in the PPG.

ACTION TAKEN FROM LAST PPG MEETING:

Minutes of the last meeting agreed by members of the group:

Chair- Mr BG informed members that he no longer wish to be chair due to family commitments.

HS was elected by the PPG members; a notice was put up on the board for 2 weeks to make other patients aware that a new chair has been elected.

HS welcome everyone and thank you for electing me as new chairman Also welcome NA and YA as there are new PPG member

MSE – apologised to all PPG members regarding cancellation last minute of PPG meeting on 19th July 2018 due to there was no doctor to cover in the evening so therefore I had to do the clinic.

HS – has suggested if in future if this happens again then this meeting can still go on and we can you give the feedback later by email. This meeting is for patients only. We don't really need practice manager and GP.

BG - not good idea to have meeting without doctor or practice manager as we need to know if there is any concerns regarding the surgery so we can support the doctor and practice manager. At least the practice manger should be present and we can give feedback later to doctor.

MSE but if there is exceptional then any enquiry you may have, you can send email to me and we can response to your email.

BG disagreed; at least practice manager should be present so she can provide support to secretary and facilitator.

MV should be exceptional

SA arrived late to the meeting and wanted to know what discussions we've had

HS briefly told her what was discussed

HS Also I wasn't informed about today's meeting. I received a call yesterday saying it's a reminder call, when I did not know there was a meeting scheduled for today .It will help if the practice can call as reminder at least 2 days before of the meeting.

SA Also I got call saying it a reminder which I was not aware that meeting was fixed on 9th August 2018.

HS if there is any cancellation, you need to let us know at least 48 hours and also try to keep the dates.

MV I have seen it was written on board with date and time.

SA we are not regular so therefore we can't see the board we need to be notified by telephone or letter.

SA who wrote the minutes out?

SP our new secretary HC why? Is there a problem?

SA yes there should be a template with action plan, aim etc.

HS as you have suggested do you want to make the template and she can work from there?

SA I will set new template for you and send it by email to practice manager.

BG in future can we send email individually by BCC and not by CC. can we communicate in this email (newccg.infobirchdale@nhs.net)or is there another email?

SP yes you can use this email to communicate. This is our generic email for our practice.

HS yes we can do that, BCC means blind copy so another user cannot see what you have written.

BG on the minutes it say samples not pathology please kindly correct it.

SP I will correct later on – thanking you for rising that point.

SP explain that we no longer will charge patient who will be requesting for brief summary which include problem, immunisation history and medications. We will give online access which you can print this out from your computer. If elderly or unable to speak English or don't have computer at home then we will print the summary out in the surgery. This is a guideline which came in force in 25th May 2018 (GPDR)

MSE but we cannot give access for documents, consultant and lab results as patient will not able to interpret the results.

SA there should be regular call group

MV there use to be call group, regular patient use to come but nowadays they don't come and we see new faces which is good but there should be regular attendance to meeting. I understand sometime is not possible as they are not well or something urgent comes up.

SP we will be inviting patients by letter and also reminder will be sent out. We will encourage patients over telephone to attend our PPG meeting

HS need to put minutes up in the NHS choices, websites and waiting room so any patients can read it.

BG needs to encourage patient to take part of PPG meeting

NA there should be regular attendance and proper communications and also should include action plan.

SA need to put it up in the website why we are having this meeting what is the aim

SP I have already put it up on the website of what is the aim for having PPG meeting.

HS is should be all transparent to patient.

SA who is overlooking what we just discussed

HS myself

MSE we will put the minute up in the waiting area so everyone can read it and if there is any suggestion then they can put in the suggestion box

BG suggested that PPG should write in full as not everyone will know what its stands for. (Patient Participation Group)

MSE flu season is coming very shortly end of September of 1st week of October 2018. And also need to achieve the target this year. Need everyone help to achieved the target

SA did you achieved it last year?

MSE we have patient saying that when we have flu injection we get flu straightway which is not the case so therefore they decline to have injection. These injections are not live injections.

I was wondering if someone from this group if they can explain in their language that saying it's not true and encourage them to have the injection Also if possible if they can have injection in the surgery and not chemist or we don't achieved the target

NA suggested we should put out own agenda too.

HS yes we should have our agenda and send email to practice manager

Next PPG meeting on 8th November 2018 at 18:30pm hours