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| **Little Horton Lane Medical Centre Patient Participation Group Meeting**  **Date : 26.04.2017**  **Venue : Little Horton Lane Medical Centre** | |
| Attendees | Susan Odonoghue  Amreen Bi  Rehana Tabassum  Tahir Mahmood  Munir Ahmed  Mohammed Yassin  Ali Asghar  Michael Oparaugo |
| Item 1 | Sue – Terms of reference agreed with the group. |
| Item 2 | Frequency and times of meetings agreed. |
| Item 3 | Why do we need a PPG – effective engagement with patients improves quality of care and hopefully patient satisfaction, improves relationships between staff and patients and helps us to understand concerns and react to comments made. |
| Item 4 AOB | Mr Yassin raised an issue with the seating arrangements in the waiting area, he said that the seats need replacing and that the callboard is difficult to see for patients registered with Dr Gilkar due to the layout of the waiting area. Amreen says she will inform her manager and feed back to the group.  Patients from both surgeries complained that all the appointments were allocated by 09.30. Susan explained that as soon as the phone lines open the lines are very busy and there is no solution to this problem as patients all call at the same time every day.  Dr Mall’s surgery have a telephone queuing system and patients for Dr Gilkar asked if this could be done for them.  Mr Ahmed says that the car park is always full and that this contributes to patients being late for appointments.  Susan advised we would ask the car park attendant to make more regular checks.  Mr Akhtar attending from Dr Mall’s surgery complained of language barrier due to English receptions, Susan informed that we have an Urdu speaking receptionist starting and also an Eastern European member of staff starting in November who speaks 6 different languages.  Dr Gilkar’s patients were all of the opinion that the GP’s are locums and that they don’t seem to stay long. Amreen advised that they now have long term locums providing continuity of care.  All the patients brought up the subject of verbal abuse they said they recognised that the receptionists at both surgeries had to put up with verbal abuse from patients they said they were disappointed by this and it was not good that other patients had to witness these episodes. They suggested that these patients should be issued with warnings or even be removed.  Mr Ahmed complained that he had to wait to see the GP sometimes for up to 50 minutes after his appointment time. He said that the GP did not apologise for not being on time and that he did not care for the GP’s attitude towards him.  Susan advised this is not the correct place to be dealing with individual complaints these should be dealt with by the respective Practice Managers. She also advised that it is difficult for GP’s as emergencies do happen and patients sometimes have to be admitted from surgery and obviously this takes time to arrange.  The patients suggested trialling a triage system as they thought this might save appointments, this is something we can discuss at our next practice meetings.  Susan presented the Did not attend reports for both surgeries since April this year.  Dr Gilkar’s surgery had a total of 319 hours of wasted clinical time due to patients booking appointments and not attending.  Dr Mall and Partners had 88 hours and 6 minutes of wasted clinical time.  The patients all agreed that there should be air conditioning as the waiting area is very uncomfortable especially in the summer months  Susan encouraged the patients to look at the self care information in the reception and also explained the pharmacy first scheme available to them.  The Group were informed about the Citizen’s Assembly they were ask to pass on to their friends and relatives all we have discussed tonight and to encourage them to attend our next meeting.  Susan thanked Rehana for speaking to Mr Mahmood in Urdu. The Group will be sent out copies of the minutes and also agreed to meet again in December. |

Date of Next Meeting: TBA