

HAMD MEDICAL PRACTICE PPG
(Patient Participation Group)
MEETING 20/03/2013

Present:

Dr Abid Bhatti (Senior Partner AB)
Shabana Ahmed (Practice Manager SA)
Noshiela Ayub (Senior Administrator NA)
Tania Akhtar (Health Care Assistant TA)
Saleha Hussain (Administrator SH)
Naila Amjad (Patient NAD)
Jawed Choudhry (Patient JC)
Achmad Da Costa (Patient AC)
Assum Mahmood (Patient AM)

Apologies:

Dr Tahira Jameel

1. Introduction:

All PPG members present introduced themselves and apologies were given on behalf of Dr T Jameel.

2. What is PPG?

SA: PPG is opportunity for patients to voice their opinion on the running of the practice from patient point of view. With the aim being that we can improve the services we provide by taking on board ideas that the PPG group may have and also establishing a relationship between practice staff and patients which will aid in the smooth running of the practice.

3. Hamd Medical Practice Current Situation:

SA: Currently practice is in 6th month since opening and Dr S Suleman has unfortunately left the practice, patients can be assured that the practice will not be affected by her leaving and services will continue as normal. The practice will be looking to employ another GP in the future as practice numbers increase.

We are aware of complaints from patients in regards to the current telephone system, however we are in the process of rectifying the problem. When the practice was set-up we had no alternative available to us and therefore agreed this system. We hope patients will cooperate with us until we have a call waiting/operator system in place. The current appointment system was reviewed and doctors feel that changes need to be made. Patients will have option to pre book appointments that are available, with majority of

appointments being available to book on the day. Patients will also the option to be telephone triaged.

Priority is given to young children, the elderly community and also any patient who suffers from cancer.

Saturday appointments have also been reviewed and it was decided that we would have walk in clinic from 9:00am-12:00pm. The objective of having a Saturday clinic is to cater for those patients who work during the week. Doctors have also discussed then possibility of changing the clinic time to 12:00am-3:00pm in the future.

AM: Meeting has made appointment system clearer. It could be a good idea if practice advertises new appointment system possibly through receptionists or on website. Or even via leaflets.

SA: Children's appointments during school time can be authorised as practice issues certificate to children upon request of patient to authorise absences. Also schools are happy to accept appointment cards issued by practice upon parent's request.

AD: As a suggestion maybe practice should have ticket system in the same way as the hospitals do and Dr should see the first 10-12 patients. Patients should be educated and not necessarily spoilt for choice.

SA: Clinic time will eventually be maximised, currently looking provide telephone triage training to reception staff so they establish which patients would benefit from telephone triage and which patients need to be seen. Staff however will not be able to make any clinical decisions.

Once patient calls through any messages or call backs for Drs will be picked up immediately and Drs will respond during clinic. If needed doctors will allocate time for patients to come in.

4. Hamd Medical Practice Future Goals

- **Practice Partnership**

SH: Dr Suleman is no longer a partner of the practice, however the current practice size can be manned by our current Gps and no services will be affected. In future we are looking to employ another Dr in the practice.

5. PPG members Question and answer session.

AD: Is practice currently busy at the timings for Saturday?

SH/TA: Yes but patients often call or come in after 10:30/11:00 am, new time may suit us on the long run as well as walk ins for Saturdays.

AM: Why are patients waiting long even when they have been booked for an appointment?

SH/AB: Dr may have had an emergency call and that's why the delay has occurred. Receptionists to inform patients on arrival if there is a delay.

AOB/Actions:

SH: Practice website has many features which are available for patients to look at. Website has facility to register patients, book appointments and order repeat medication. However these requests will all be done via acceptance from practice staff.

NHS cuts are taking place and services may be affected.

AB: Pharmacy ordering of repeat prescriptions are not accepted unless patient is elderly or housebound. Pharmacies are able to collect prescriptions from the practice however they must have patient consent. Copy must be given to practice for our records.

Action: Arrange for leaflets and timing signs for appointment system.

Action: Post link for direct email address for patients to get in touch via email.

Action: Advertise Practice website to patients.

Action: New TV system to educate patients about services and also advertise practice