

Hamd Medical Practice Patient Participation Group (PPG)
Meeting 29/01/2014

Present:

Dr Bhatti
Dr Jameel
Shabana Ahmed
Nosheila Ayub
Saleha Hussain
Farzana Ahmed
Beensih Kanwal
Assum Mahmood
Haroon Pazir
Tabrez Hussain
Seema Khan
Horrel Higgins
Javed Choudhry
Mohammed Anwar

Apologies:

Taman Khan
Muhammad Farooq

Introduction of all members

Shabana: Explained purpose of PPG meeting and its importance.

Hamd Medical Practice Current Situation:

Shabana: We have a new permanent female locum GP Dr Etya Talzohra to help with morning rush hour and also meet needs of patients who requested a second female GP.

Shabana: we have 4 admin staff working in the morning to assist with rush hour calls and making appointments as appointment lines open at 8:00am

Nosheila: explained appointment system; appointments are booked on the day at 8:00 am for morning and afternoon, pre bookable appointments if available can be booked during the day. We also have emergency 5 minute appointments for health problems that have arisen on the day on going problems will need a routine appointment. If patients are unable to get an appointment or have a medical query and need to speak to the Dr they can be booked for a telephone triage call back where the Dr will call the patient and prescribe medication if necessary or call in for an examination if need be. It is important to state why the appointment is being booked as this will save time and also staff can determine if there will be need for any samples prior to appointment and also the GP has a fair idea of the patient problem.

Dr Jameel/Dr Bhatti: Agreed that it is very important to state why the appointment is being booked as this can save a lot of time in practice.

Mohammed Anwar: Telephone ques are still very long just to book appointments, why is this?

Shabana: Each patient has individual needs when they call so some calls may take longer than others, although call waiting time has now significantly reduced and staff are prompt to attend all calls within a certain ringing time.

Marketing

Shabana: We have a face book page for Hamd medical practice please like and share amongst your friends.

We have also received very good response about our website which is www.hamdmedicalpractice.com Online facilities include:

- Re-order of prescriptions
- Online registration
- Online appointments
- We also have a practice email address which is: hamd.medicalpractice@nhs.net

Practice leaflets have also gone out to patients in locality explaining our services.

Hamd Medical Practice Future Goals

Shabana: We have a new practice nurse who will be starting in February 2014. Nurse will have routine appointments as well as triage where patients can book a call back for queries.

Extended opening times

Shabana: We are looking to open the practice for extended hours on Sunday time to be confirmed, or 2 week day late nights from 8:00am-8:00pm. All PPG members voted for a Sunday opening.

This will help to reduce number of patients visiting A and E. First point after surgery should be walk in centre or 111 services A&E should be last resort for severe emergencies only.

Patient Views on Practice:

Mohammed Anwar: “Really happy with services at the practice, a lot of respect for the GPs and staff and I think they are like angels for us.”

Horrel Higgins: “Dr Bhatti is number one for me, I am really proud he is my Dr, sometimes I feel better just by seeing him”

Haroon Pazir/ Assum Mahmood: “We are really happy with EPS (electronic prescription service)

Seema Khan: “Dr Jameel is a very patient Dr, very funny and makes me laugh, reception staff is also very friendly”