

Meeting Title: PPG
Date: 29/1/2016
Chair: Dr Neogi
Minutes taken by: LA & LC
Present:

Staff present, Dr Shelia Neogi, Lindsey Angell & Linda Chapman

Welcome and greetings to all attendees,
 Jacqueline O'Connor
 Wioletta Zawislak
 Tessa Jellen – Leads Respiratory Group and also on other panels
 John Kirkham
 Sarah Jhirad
 Patricia Mahmoud Hafez
 Mahmoud Hafez

Agenda Item	Action Points Raised	Actions Completed by When	By Whom
Complaints	Feedback figures for the last 3 quarters. Quarter one :19 Quarter two :16 Quarter three :11		
	Feedback is going down which is a good thing. Traffic light system for complaints: Amber :Low Green : Medium Red : High		
	Complaints can be made by e.mail, letter or verbally. We have forms for feedback which patients can complete.		
	Every compliant is acknowledged within 3 days. All feedback is looked at in a positive way to help improve the system and smooth running of the surgery. Patients can have a meeting with Lindsey and Linda to discuss their compliant, if they so wish.		
	We then looked at a breakdown of complaints to date and how they were actioned.		
Any other Business.	Query of how the walk in clinic and phone call appointment system works	Explained that if you cannot get an appointment in the walk in clinic or same day appointment by phone, you may ask to speak to the Duty GP who will give you a call back on the same day.	

		Explained about the Commuter Clinic appointments for working people who cannot come to the clinics during the day, which start @ 6.30pm-7-50pm Mon-Thurs.	
	Tessa asked if the over 75's who the effort to come to walk in clinic be treated with priority.	Dr Neogi said No, we cannot discriminate, it is a priority of condition not age.	
	Look at option buttons for the phones to limit time waiting.	The Business Manager will be looking into this.	
	Out of Hospital services: Dermatology clinics are already here, Gynaecology will be here in March. Dr Mistry has a Minor Surgery Clinic once a month.		
	Nail cutting Service Physio & Osteopath	GPs can refer patients to The Age Uk Commission Nail cutting Service. GPs can refer patients to Healthshare @ Vincent Square	
	Dental Surgeries	Reception to have a list of Local Dental Surgeries to give to patients.	
Introduction	Dr Neogi – welcomed patients	Welcomed patients and brief history of the clinics. Update on the merge and building and thanked patients for their support.	
CQC	Dr Neogi – CQC inspection	We had 6 inspectors here. They went through all our processes and systems. They were pleased with our Mental Health efforts and opening times. No results yet, this will be posted on the website.	
AOB	Not enough District nurses	Problem is huge. They do not feel valued therefore are leaving.	
	Tessa requested sharing data & information for other meetings.	SN suggested a chat room portal for patients. SN will look into.	
	Jacqueline impressed with the new building.		
	Times of meetings, Sarah said time 12-2 not convenient	SN stated they have to work around clinicians clinics and is voluntary. However meetings can also be in the evenings.	
	Wioletta Zawislak had problems registering at another GP in the area. Was happy that PH@TM did register her.	SN will feed this information back to the CCG	

Healthy Happy New	<p>Linda informed patients of our open day. Kick-it, Mind, Age UK, Mend, Breath easy, Health Trainers, Buggy Fit.</p> <p>We didn't have enough time to organise sufficiently. However we had good feedback and it went very well.</p> <p>Tessa stated she only saw 3 people between 11am-2pm.</p>	<p>We will have a similar day next year, there will be advertising on our website and time slots will be given to services making it easier for patients to attend at the correct time.</p> <p>SN said word of mouth helps</p> <p>Tessa suggested needs signposting better and staff to wear fancy dress to advertise.</p> <p>The Health trainer has since seen some of our patients as a direct result of this open day.</p>	