**HIGHGATE MEDICAL CENTE**

**Patient Participation Group Meeting Minutes**

**Date**: Patient Participation Group meeting held on 5th December 2013

**Venue**: Highgate Medical Centre – main patient waiting room

**Time**: 1.00-3.00 pm

**Staff present in the meeting :**

DR. SS. PANDIT (Principal GP)

DR. JUI PANDIT (Partner GP)

DR. UMAR FAROOQ (Salaried GP)

SUREYA DAWOOD (Practice Manager)

SHASTA KASER (Assistant PM / Receptionist Team Leader)

PERVAIZ RASHID (Admin. Assistant)

MARIA KOUSER (Receptionist)

**List of patients attended the meeting (identified via patient number )** :

**247 6634 2832 1403 6955 1133 3744 4064 4313 4259 4586 6859**

**1697 7381 6956 1960 2304 2299 694**

Dr Pandit and Sureya Dawood both chaired the meeting.

Pervaiz Rashid recorded the minutes.

**Welcome to all**

Dr Pandit started off the meeting by thanking and welcoming everyone to the patient group meeting. This is our 4th patient group meeting at the new surgery. Dr Pandit apologised that he was not present in last PPG Meeting. However, Dr Pandit was very thankful for all the patients attending and giving their input and suggestions which are very valued and useful. The last few meetings have been very positive with a lot of useful suggestions from the patients. Dr Pandit said all your suggestions are valued, considered and discussed regularly at our weekly staff meetings.

Sureya also gave warm welcome to all the patients and thanked them for taking the time to attend the patient participation group meeting.

**House keeping rules**

Sureya explained a few house-keeping rules before the start of the meeting. Can all patients please kindly be courteous to the meeting and switch off their mobile phones or put them on silent during the meeting. Could all patient please ask questions or raise any queries at the end of the meeting as we would like to finish on scheduled time as some patients cannot stay longer due to other commitments. We are not expecting a test fire drill today but if there is a fire alarm there are 2 fire exits to the waiting room. Sureya pointed to both fire exits and advised that 2 staff members will direct patients towards the fire doors and out of the building to the meeting point on the pavement of Frank Street just outside the main door of the St Patricks car park entrance. Sureya advised that Maria and Pervaiz are the fire wardens for the practice. Pervaiz will lead and direct patients out the left side fire exit door and Maria will lead and direct patients out of the right side fire exit door.

**Purpose of patient participation group meeting**

Sureya commenced with the meeting and its main purpose. The main purpose of the patient participation group meeting is to ensure that patients are involved in decisions about the range and quality of services provided to them by the practice. Its aim is to involve and encourage patients to get involved in making decisions about their practice in order to improve services provided to the patients. It is a positive step to promote the proactive engagement of patients through the use of patient participation groups to seek views and suggestions from the patients. One very positive suggestion by a patient at the last PPG meeting was to put alcohol hand gel dispensers up around the patient waiting room and corridors leading in to the consultation rooms for patient use. This has been actioned and was a very impressive comment by the CQC inspector during our recent inspection that this is a very positive approach to infection control at the practice.

Sureya advised all the patients that this PPG meeting is an opportunity for you to voice your views, opinions, suggestions to us so that we can provide better services to suit your needs.

The patient group meeting is formed by a group of set members and notices are put up around the practice if more patients want to become members or are welcome to attend any PPG meeting without being a member. Suggestions are always welcome. All our PPG meeting dates are displayed in the reception area on the notice board. Sureya pointed to the notice board.

Sureya advised that the minutes of the patient group meeting will be published on the practice website for public access which can be found using the following steps :-

1). [www.nhs.uk](http://www.nhs.uk)

2). Select GP (health services near you)

3). Put in the post-code (B12 0YA)

4). Find “Highgate Medical Centre” from the list

5). Select “News”

6). Click on “Patient Group Meeting Minutes dated 05.12.2013

**Practice Access / opening times / appointment system**

Sureya went through the opening times of the surgery :-

Monday 8.00 am to 7.30 pm.

Tuesday 8.00 am to 7.00 pm.

Wednesday 8.00 am to 7.00 pm.

Thursday 8.00 am to 7.00 pm.

Friday 8.00 am to 7.30 pm

Saturday 9.00 am to 12.00 midday.

Patients can book appointments in advance to see any preferred doctor or nurse. Patients can also ring between 8.00 am -11.00 am for same day urgent morning appointment and

3.00 pm to 5.00 pm same day evening appointment. Children under 18 years old will never be refused an appointment. They will be given an appointment with the nursing staff for triage first before a decision is made for the need to see a GP.

**Patient suggestions / compliments / complaints / survey**

Sureya went on to say that in the main reception area she has put out 3 boxes for patients to comment on the surgery about complaints, compliments and suggestions. These 3 boxes are labelled very clearly. She pointed to the boxes in reception.

Also at the moment there is a patient survey going on and reception staff are handing out questionnaires to patients to complete and return to reception. We are finding that patients are taking the questionnaires and not returning them back to reception. It is very important that the questionnaires are completed and returned back to reception in order for us to review the questionnaires and survey our services to make any improvements.

**CQC Inspection**

Dr Pandit informed everyone that we had our first CQC inspection on 29.11.2013. Dr Pandit asked patients if they knew what CQC was ? Dr Pandit said CQC stands for Care Quality Commission and their job is to check and inspect GP surgeries, hospitals, care homes, dentists, opticians and pharmacies to make sure all healthcare providers are meeting national standards set by the Government and to regulate and inspect that any care given to patients is safe, effective and of high quality.

Dr Pandit said 6 of our patients were interviewed randomly during the inspection. These patients were selected on the day from the waiting room. This inspection was a very comprehensive inspection and not just a tick box exercise. The inspector looked at all areas of the running of the practice. Dr. Pandit informed everyone that we passed with very high standards. The next CQC inspection will be without warning in 2 years time. The CQC report will be published on the CQC website for the public to view. Dr Pandit gave special thanks to the patient group representative for her positive comments as she was also interviewed by the inspector with a phonecall interview.

Patient ID 2832 asked Dr Pandit was this CQC visit unannounced ? Dr Pandit said all CQC inspections this year gave 48 hours notice but any future inspections will all be unannounced visits. There are also unannounced CQC visits happening this year but these are only done if there is a serious concern about a practice and how it is run.

**Car park**

Sureya requested for the patients not to park their cars in the yellow and blue zigzag bay areas which is dedicated space for emergency bays for ambulances and disabled parking. Sureya explained that there are regular monthly St Patricks Centre meetings and it is very embarrassing when the same issue is brought up at every meeting that Highgate Medical Centre patients are parking in restricted spaces.

It seems also that patients are also stopping by the main entrance of the surgery to drop off passengers and this again obstructs the entrance for staff to come through to park their cars in the car park leading to a queue and delays, particularly in the mornings. Sureya went on to explain that there are many other services who also operate and use St Patricks Centre building such as the Dieticians team, Rapid Response team, Adult Social Services team and all service users staff have to also park in the St Patricks car park. Can all patients please abide by the rules.

**Update of contact numbers**

Can patients please update their mobile numbers in order to efficiently get the best use of the text message service to the patients for appointment reminders. Dr Pandit asked Sureya can we receive text messages back ? Sureya advised no. This service is only to receive a text message reminder about an appointment.

**Warfarin Clinic**

Dr Jui Pandit informed patients that from next year we will be starting the anti-coagulation clinic at the practice. This will be based in-house at the surgery and she will run this clinic. All the anti-coagulation patients will have their checks at the surgery instead of the hospital. The bloods will be monitored here aswell. Dr Jui Pandit has completed the relevant course to set up this Warfarin clinic. Dr Pandit and Dr Jui both said workload will be increase but at least our patients will have better care. Dr. Jui Pandit asked patients not to miss any appointments to make sure the clinics run efficiently. As soon as there is a definite date to start we will put up a notice in the waiting room to inform our patients and we will also write to all our patients who are on Warfarin inviting them to the clinic.

**DNA**

Dr Pandit informed the patients that during the last few months, there seems to be a rise in DNA rates. Patient ID1403 asked what was a DNA. Dr Pandit explained that DNA stands for Did Not Attend – hence missed an appointment. Dr. Pandit informed patients that if this continues to happen we will have to be strict with our systems and remove patients from the list if they miss more than 3 appointments.

**Adjournment**

Dr. Pandit and Sureya asked if there were any questions. There was no questions from any patients.

Dr Pandit advised patients to tell their relatives, friends and family about our discussions in this PPG meeting as we have to work together as a team to provide high quality of service to the patients. Dr. Pandit asked the Patient Participation Group Representative to stand up and introduce herself. Dr. Pandit asked all the patients to liase with the PPG representative about any discussion points, concerns and queries and she can raise these in the meeting if patients feel shy to speak up.

Sureya informed everyone about the next PPG meeting which was scheduled to be on Thursday 16th January 2014 and asked everyone to make a note in their diaries about this date. Sureya also informed everyone that notices will be put up around the waiting room about this PPG meeting. Pervaiz will also ring and remind patients one week in advance of the meeting. Dr. Pandit and Sureya once again thanked everyone who attended.

Patient ID 6955 put his hand up and said he had a comment about Dr. Pandit. He said i am speaking on behalf of all the patients. He said we highly respect and trust Dr. Pandit with his advise and treatment and when we come to the surgery and see Dr. Pandit even if it is a hello when he comes in the morning and walks through the waiting room towards his room, we are 50% already cured. Everyone laughed and agreed with this comment.

The meeting was adjourned at 3.10 pm.