

Dr. M B Ghafoor and Dr. S A Abbasi

Patient Participation Group Meeting 28th February 2019

Present

Dr. M B Ghafoor (DG) Senior partner
Moona Naz (MN) Deputy Practice Manager
Clare Cooper (CC) PPG Lead Member
Steve Cooper (SC) PPG Member

Apologies

None received

DG welcomed everyone and opened the meeting with his update. Advance indication is that the CQC report is overall good, following the inspection on 8th February 2019. The report will be publicised to patients when received. DG thanked all involved for their efforts in preparing for the inspection.

Drs. Ayesha, Sonia and Faisal have left our practice to pursue career choices. We thank them for their time with us and we wish them well in their future careers. We welcome new locum doctors to maintain our high number of available daily appointments. Locadia, our nurse is in post and the practice is supporting her with further training courses to provide a wide range of clinics for our various patient groups. Our healthcare assistants are Usma and Becky. CC noted this welcome update as nurse/hca appointments had recently been causing issues with long waiting times. MN advised the waiting times have now reduced to a more acceptable level and is being monitored.

MN gave an office update. We have three new administrative staff who are returning colleagues, **Atia**, Saira and Shaista. Melissa who came as an apprentice has now joined us a permanent colleague. We extend a warm welcome to our new colleagues. Ghazala is now covering Reception and CC wished to compliment her on her pleasant and professional manner which CC has observed.

CC raised the subject of booking appointments, referring to negative feedback from Liz Thirsk on NHS Choices. MN explained the current system and agreed this incident should not have happened. MN will discuss with the office staff. CC requested that patients should not be asked to ring back tomorrow to book in, but could be booked in whilst on the phone now. MN said phone lines open at 8.00 am and there are over 80 available appointments daily. If these do all fill up, patients are offered options of Paediatric Nurse, 7 Day Access, Minor Ailments/Pharmacy, Telephone appointment or UCC.

CC explained a suggestion which had been made by Gill Thornton during the CQC inspection to send text messages informing patients when test results are available and inviting them to ring surgery. Gill advised that in her experience this seems to get a better response from patients and also saves a good amount of administrative time. DG and MN will look into if our system could support this.

CC expressed disappointment with the low attendance at the PPG Meeting. Patients were emailed to give feedback on the best day/time to hold meetings, invitations have been sent out by email and handed out from Reception. The next meeting will be Tuesday 28th May 2019 at 4.30 pm.

DG thanked us for attending and closed the meeting at 17.45.