

**Patient Engagement Lead Meeting**  
**Minutes of Meeting**  
**Date: 26<sup>th</sup> Jan 2017      Time: 6.45pm**  
**Venue: Whetley Medical Centre**

**Chair Person: Qudrat Shah**

**Note Taker/: Imran Khan**

**Attendees: Qudrat Shah, Javed Khan, Mohammed Akram, Zulfiqar Ali, Rehmat Ali, (SumanThundThornbury Medical Centre) , Mehvish Ahmed, Nazniya Rehman, Imran Khan & Mohammed Shaid.**

**Apologies: Mushtaq Alam, Shahid Afzal, Dr. Akbar, Dr. A Khan.**

**Introductions/ Apologies:**

**Qudrat Shah chaired the meeting**

**Item 1 – Online services/ Prescriptions**

- Positive feedback in regards to online services e.g. booking appts online and requesting meds online. Will save the hassle of calling in waiting on the phones Family 15% registered for online services and Lister, City at 12% registered for online services. Need to boost these numbers up so more patients are registered for online services.
- Demonstrate to patients how to use online services and educate so that they are familiar with system online.

**Item 2 – New phone systems, Volume of calls data**

- PPG members were shown data on our call systems and how many calls we get each monthly/daily. Busiest times were between 8-11, suggestions to look at other practices and see how they deal with this e.g. triage system but manager at barker end mentioned that they have tried the triage system and it did not work for them.
- Patients requested when they call in they would like to be informed as they wait what number they are in the que for e.g. you are at que position 2. By doing this patient will be more willing to wait or call back at a less busy time. This hopefully should be implemented.

**Item 3 – Patient engagement role**

- Imran was introduced as the Patient Engagement Lead and contact details were given out to patients if they needed assistance with anything.

**Item 4 – Merge update**

- PPG members were informed of the merge and how we are doing are best to deliver the highest of services to all our patients across the surgeries also that we have employed additional staff due to the increase of population at our practices.

## Item 5 – AOB

- Suggestions were made of referring patients to other professionals such as community organisations , free talks, projects and talks on diabetes/ heart issues. This would free up appts and could be put to better use.
- We mentioned that we a currently doing yoga sessions for our patient to engage into a healthier way of living, ppg members thought this was a great idea.
- Members would like other healthy living events based on diabetes and CHD
- Have health maps in waiting rooms so patients are aware of other professionals that they can seek advice from.
- We mention we currently have a citizen advice bureau advisor to help patient with non-medical issues this was seen as a positive.
- Talks from doctors to patients on chronic diseases.
- Having a familiar face at reception.
- I mentioned to members about our self-care wall this was also a positive but members mentioned we should inform all our patients regarding this as a lot of them were unaware about the wall for e.g send a bulk sms to patients mentioning our new self-care wall.
- Member would like more time for the meeting in future 06.45 – 8pm would be better
- New engagement via our colleagues at Thornbury Medical Centre