

Agenda PPG.

The Lister Surgery, The City Medical Practice , The Family Practice

Date : 25 07 2018

Time: 6:45PM-7:45PM

Venue : Whetley Medical Centre

Chair Persons: Qudrat Shah and Javed Khan

Note Taker: Sana Din (PPG Lead)

Attendees: MS, QS, JK, KD, RA, ZH, RA, SB, AI, NR, MA

Apologies: DR AAK, Dr AK, Dr UA & DR JR

Item 1:	<p>Light Refreshments</p> <p>PPG MEETING START 6:45 PM SHARP</p> <p>Minutes and Action plan of last meeting 25/04/18- discussed and disseminated to the group.</p> <ol style="list-style-type: none">1. New PPG Lead Sana Din introduced by MS to team2. Telephone call data- discussed by SD. Explained volume of calls received on weekly basis is around 1,5003. Data on appointments offered for Dr/ANP's and Nurses/HCA's discussed by MS <p>Action 1: SD to Provide patients ethnic background for each practice</p>
Item 2:	<p>Steering Group (QS)</p> <p>QS discussed patient network, SD nominated to be part of steering group QS & JK suggested inviting patients to steering group.</p> <p>Action 2: To Distribute patient network annual calendar at next PPG meeting. To inform patients via text/email re meeting</p>
Item 3:	<p>Health Awareness/yoga updates</p> <p>QS enquired about programmes available in surgery</p> <p>SD explained women yoga programme. MS explained sessions are open to other patients from community too & that patients can be self/GP referred.</p> <p>SD discussed feedback from programme & attendance levels</p> <p>QS suggested male yoga programme</p> <p>Action 3: SD to report regarding Male Yoga programme (TBC)</p>

<p>Item 4:</p>	<p>Repeat Prescriptions</p> <p>QS suggested 2 month prescription policy for reliable patients to reduce phone call volume. Explained by MS some (controlled) drugs cannot be issued for 2 months as need reviewing monthly. MA explained most patients are on 2 month prescriptions but still require reviewing monthly due to changes.</p> <p>JK asked for prescription policy. MA responded no requests taken from pharmacies apart from dosset/housebound patients. Reiterated to all attendees that patients are to ring between 10-2pm. MS suggested use of online services for convenience.</p> <p>MS discussed in house pharmacist Mohammed Ijaz who reviews medication in line with protocols.</p>
<p>Item 5:</p>	<p>Any Other Business:</p> <p>Self-arrival screen discussed by MS- time frame of 6 months given to ensure system up and running.</p> <p>Staff uniform- MS explained staff will have to dress smart & ensure good patient service</p> <p>Name Badges- Reiterated by MS that all staff must wear name badges. QS suggested GP name badges too</p> <p>Extended access- procedure and benefits of service explained by MS- purpose of service to reduce A&E attendance.</p> <p>Action 4: GP's to wear name badges</p> <p>Action 5: Discuss GPOS results</p> <p>Action 6: MS to liaise with CCG to provide A&E data for the practices</p>

Date of Next Meeting: 25 10 2018