

**BROADWAY HEALTH CENTRE
MINUTES OF PATIENT PARTICIPATION GROUP MEETING
HELD ON TUESDAY 05TH December 2017**

Present:

Mr. C. Vaughan (Chair)	Dr. M. Aslam
Mrs. B. Venner	Mr. K. Gini
Mr. M. Parsley	Dr. I. Zaman
	Mr. M. Bhetalam

Apologies:

Mrs. L. Appiah-Badu	Nurse V. Rooms
Mr. M. Speake	Mrs. M. Samuda
Mrs. L. Larman	
Mrs. M. Oakley	
Mr. M. Ramcharan	
Mrs. C. Vaughan	
Mrs. A. Flash	

1	Welcome & Introduction
	Mr. C. Vaughan welcomed the patients and staff members in attendance to the meeting and thanked them for being able to attend. All the attendances introduced themselves. The group was then given a few minutes to read the minutes of the last meeting.
2	GOQII.
	The group was told that the GOQII scheme is coming to an end. It has about 50 patients registered to help with their life style. Other companies have recently come forward to promote their services like dance for health and AVFC to keep active. Mr. Vaughan stated that the dance for health scheme is a good idea and he is involved with it. Mr. Parsley stated that there are two Christian institutes around the ladywood area that provides football facilities to the public.
3	Student
	As a Teaching Practice, we have various students working in the Practice and some have done really well. We have candidates from all over the country looking to better themselves in their career and inspiring to become GPs or other roles in medicine. The group was asked if it is a good incentive for patients to be requested to see the student in a one to one basis before seeing the GP, the group stated that there was no problem with that idea .
4	Envisage calling system

	In the next couple of weeks, there will be a new calling screen at the reception which will display when a GP or nurse is calling a patient into the room. It will also show information relating to health and the NHS.
5	POD
	The POD at the reception has recently been changed. The POD will soon be installed with additional functions such as pulse check.
6	IPAD
	We will soon be having an IPAD at reception which will contain useful information for patients.
7	ICOF IAS
	From September 2017, there has been a scheme in which a GP will be seeing patients from 6:30pm to 8pm Monday to Friday and 9am to 1pm on Saturdays and 9am to 12 noon on Sundays. So far, it has been going well and it may be extended for another couple of years.
8	Mission and Vision Statement
	Dr Aslam read out the statement that he and Dr. Zaman have drafted for BHC. The group discussed their expectations of the Practice. Various ideas were stated such as personal, calm, safe, communication, clear, appropriate, convenience, timely and aspirational. The GPs stated that some of the ideas given will help develop the vision and mission of BHC.
9	Call & Re-call
	Dr. Aslam talked about our aim to deal with patients with chronic diseases like Diabetes and COPD. On the first instance, patients will be contacted by phone or by text message. If successful, they will be given an appointment or they will be taken through the usual protocol. If unsuccessful, they will be contacted up to two more times, first by letter then by phone or letter. If after that there is still no success, the patient will be discussed at the Practice huddle with all the members of staff and a decision will be made on the next cause of action.
10	Practice Website
	The group was informed that we are looking into changing the Practice Website with the hope to get more out of it. The plan is to get the Comms Team to look into it.
11	Staff
	It was stated that we are looking for staff members to help with the running of the Practice, mainly receptionists and administrative staff.
12	Carpark
	Mr. Parsley stated that he noticed a lot of leaves by the carpark and remembered an article about an incident that happened outside a florist. Kosy stated that he will look into clearing it.