

AGENDA for PPG to be held on 14.12.2011

Broadway Health centre's Patient Participation Meeting (PPM)

Held on Wednesday 14th December 2011

1. Apologies for absence
2. Minutes of last meeting
3. Correspondences
4. Any other business
5. A&E attendances
6. Community Clinics
7. Date of next meeting

Present:

Dr P C Gini	Mrs B Venner (Chairperson)
Dr I Zaman	Mrs R Mistry (Patient)
Dr K H Lawrence	Mrs A Flash (Patient)
Yasin Husain (Practice Manager)	
Nicola Fox (Medical Secretary)	

1 Apologies

Mrs V Gini (Practice Nurse)
Maxine Samuda (Practice Nurse)
Mrs P Haines (Patient)
Mr R Mistry (Patient)

2 Minute of meeting

Circulated and approved.

None

3 Correspondences

None

4 Any other business

Mrs Venner opened the meeting and welcomed everyone. She asked if we were able to persuade other patients to join. Dr Gini explained we were finding it difficult due to patient's hesitation and/or work commitments etc. Mrs Venner suggested having someone at reception asking patients if they are interested in joining. Nicky agreed she would try and recruit more members whilst at reception. An evening meeting in the summer months was suggested for the people who are working. This was agreed by everyone.

Mrs Mistry and Mrs Venner suggested the waiting room, although lovely and clean, could do with a polish, namely the stainless steel that surrounds reception. Nicky said she will bring this to the attention of reception and the cleaners.

Mrs Mistry also mentioned the 'One problem per consultation' notices that are displayed. Dr Zaman stated this very rarely happened and all the doctors would see a patient for more than one problem but this depended on a number of things. For example

- A) How long a previous patient may have taken.
- B) If a patient is on the chronic diseases register the doctor has to fill out a template which also takes slightly longer.
- C) How far behind the doctor is running.
- D) Blood pressure reading - sometimes this has to be taken 3 times.

It was mentioned by Dr Zaman and Dr Gini that if patients felt they may need a slightly longer appointment than the usual 10 minutes given then they could ask for a double appointment.

Mrs Mistry asked if the consulting rooms had panic buttons as she was concerned for the safety of the doctors. Dr Gini confirmed the rooms were installed with panic buttons.

Mrs Mistry also thanked all the staff for her continuity of care and wanted to mention she felt that everyone 'bent over backwards' for her and her husband, Mr Mistry.

5 A&E Attendances

Yasin explained to the group that we were still having unnecessary attendances at A&E for problems that could be dealt with the Out of Hours (OOH) or NHS Direct or a GP. The figures were slightly down in June and had risen in August due to Influenza, coughs and colds etc. Mrs Venner suggested a notice be displayed at reception out-lining the criteria for visiting A&E as some people don't realise what A&E means. It was agreed to advertise the A&E criteria on the TV screen at reception and also add it to the patient information leaflet and the surgery website.

6 Community Clinics

Yasin mentioned to the group that we should be using the community clinics for more ailments as this was cheaper and waiting lists were shorter.

7 Date of next meeting

To be confirmed

8 Close

Yasin thanked everyone for their input and attending the PPM