

MINUTES OF AGENDA

Broadway Health Centre's Patient Participation Meeting (PPM)

Held on Wednesday 27 July 2011

Present:	Dr P C Gini	Mrs Dominique Bennett
	Dr I Zaman	Mrs Barbara Venner
	Yasin Husain (Practice Manager)	Mr Ezekiel Daley
	Maxine Samuda (Practice Nurse)	Mrs Patricia Haines
	Mrs V Gini (Practice Nurse)	Mrs Audrey Flash
	Ms Nicola Fox (Secretary)	Mrs Cynthia Pinto
		Mr Clement Pinto

1 Apologies

Patients, Mrs McMahon, Mr Mistry and Mrs Mistry were unable to attend due to prior commitments.

2 Minutes of Last Meeting

This is the first meeting

3 Matters Arising

None

4 Correspondence

Patients survey questionnaire and Extract from the results were handed to all attendees

5 Purpose of Meeting

Yasin welcomed everybody to the group and explained the purpose was to get the patients involved with the running of the practice. Mrs Pinto asked if any younger patients would be involved with the group and it was pointed out by Yasin that we are trying to get younger patients involved but dedication and time were issues but we are still trying to get younger people involved. Mrs Pinto also added she had an experience of being unable to get through on the telephones and then unable to get an appointment. Mrs Bennett and Mrs Venner also stated they have also had difficulty getting through on the phone at the peak times of between 8:30 and 9:00am. Yasin explained we have two phone lines and two receptionists answering the phones and was aware there is a problem of trying to get through at the very busy time but we do try to give everyone an appointment, sometimes this is made difficult if we are one doctor short due to annual leave etc but pre-bookable appointments are available. It was stated by Mrs Pinto that she was not told about booking appointments in advance.

Dr Gini said pre-bookable appointments are available for up to two weeks in advance for patients who have to see a GP regularly and same day appointments were for patients who needed to be seen as soon as possible and a triage system was in place for patients who were unable to get an appointment but needed urgent advice. Yasin said he would display a notice in the waiting area explaining the above system.

6 Discuss Survey procedure and result.

The patients were informed that the survey is done by a National Firm called In Time data. They send us the questionnaires which are distributed to the patients when they arrive. This is done due to the reason that part of the questionnaire is to be filled in prior to the consultation and part of it relates to the consultation.

The members were shown the questionnaire and they expressed their satisfaction to the fact that it was quite thorough and covered all aspects relating to the surgery. Yasin then presented the results of the past survey..

All the patients at the meeting were very surprised at the results of survey and felt the survey did not reflect their opinion of Broadway Health Centre.

Mrs Haines stated she has never had a problem getting through to the surgery and knows the peak times so will avoid calling at that time. She was happy with the care she has received from the doctors and the staff.

The rest of the group also agreed they were also happy with the doctors and the staff.

7 Election of Chair and Vice Chair

Dr Gini requested the volunteers for the position of Chair person and Vice Chair person and meetings would take place twice or three times a year. Mrs Veneer nominated herself to be Chair person and this was seconded by Mrs Flash. Mrs Bennett offered to be Vice Chair person and this was also seconded by Mrs Flash.

8 Any other business

Dr Zaman asked the group if they had a preference to who attended the meetings. He explained they the group may not express their opinions if the Doctors and Nurses attended the PPM. It was agreed by the patients that the Doctors and Nurses should attend but it was suggested the patients meet first for discussion and then the surgery staff could attend afterwards.

9 Next date of meeting

To be announced.

10 Close

Yasin thanked everyone for attending