

Evington Medical Centre

Minutes PPG meeting 3 July 2019

Attendees: Manisha Odedra (Chair PPG member), Mustaq Patel (PPG member Vice chair), Harry Sohal (PPG member joint Vice Chair), Jill Friedman (PPG member), Shabnum Mulla (PPG member), Renuka Modi (PPG member), Gaurang Naik (PPG member), Dr Hina Trivedi, Lucy Bardoe (Practice Manager)

Apologies: Dr Ravi Joshi (PPG Member), Rav Chahal (PPG Member), Satjinder Kaur (PPG Member), Harsha Kotecha (Chair of PPG Forum)

Welcome and Apologies : Introductions were made and PPG members not at last meeting

Terms of Reference: The attendees were refreshed with regard to the Terms of Reference and the contents noted. A copy of the terms were emailed to the attendees prior to the meeting

Minutes of Previous Meeting: The minutes of the last formal PPG meeting were briefly discussed and attendees agreed to proceed with the current proposed agenda for today's meeting

Matters arising from Previous Minutes: These had already been discussed by the PPG members in an informal meeting held on the 26/6/2019. The agenda for today's meeting was agreed following the meeting and provided to all members prior to the meeting today- copy agenda as below:

3 July 2019 – 6.30pm

1. Welcome and Apologies
2. Terms of Reference
3. Minutes of previous meeting
4. Matters arising from previous minutes
5. PPG Concerns and Updates
 - a. Phones/appointment system
 - b. Annual Medicine Reviews
 - c. New Premises
 - d. CQC update
 - e. Patient Survey by PPG
6. Practice update
7. AOB
8. Date of Next Meeting

PPG Concerns & Updates

- a. **Phones/appointment system:** Lucy explained the process and stated that currently there is a 4 week window that a patient can book into but this has recently been changed to a 6 week window. This allows the patients a 50/50 ratio of online and pre-booked appointments. Harry challenged this current system as he could not book an appointment and the receptionist was unaware of the current system. Lucy

advised that this would be reviewed and all reception staff will be trained to deliver this in the new system. Lucy also said that observations will be carried out to provide a better customer service. Renuka raised a point that the receptionists don't always display their badges, Lucy said she will look into this.

Telephone Appointments were discussed in depth and suggestions were made about getting consent form signed by patients to allow call backs to third parties and patients.

Dr Trivedi advised that the appointments are 10 mins per patient, but this could vary between different doctors and based on the severity of their condition.

- b. **Annual Medicine Reviews:** Medicines are reviewed annually on a birthday status depending on specific health conditions and age
- c. **New Premises:** The contract is still sitting with the legal team and no specific time frame was set
- d. **CQC Update:** results were still pending
- e. **Patient Survey:** requested to be conducted over a 6 week period, which Dr Trivedi agreed to. This to be repeated later in the year

Date of next PPG meeting 6 November 2019