

**Wordsworth Patient's Participation Group**  
**Minutes of meeting held on Tue 8<sup>th</sup> November 2016, 6pm**

**PRESENT:** Michael Wilson (MW) Chairman, Saadet Sangha: Practice Manager (SS), Dr Hussain (Dr H), Charlie Camenzuli (CC), Nilesh Chavda (NC), Aneeta Bansal (AB), Mick Kalsey, Secretary (MK) and Emel Islek (somewhat late!).

**Apologies:** Mehrunissa Bax.

1. Welcome and apologies as above.
  
2. Minutes of the last meeting were found to need several amendments (Action point MK; completed).
  
3. Verbal report from Doctor and Staff representative;

**Dr H.**

Introduction of intra doc PPG section which will be in the form of restricted access to members of the PPG. We will receive instructions in due course. The purpose is to 'decluttering' the practice in order to progress in being 'paperless'; smart working.

The appointment system triage is working well and Dr H reports he sees people who do actually need to see a doctor.

**SS**

A new nurse joined the practice last Monday and is employed Mon-Wed's. This brings the total to three in order to meet demand (as mentioned in the last meeting) make more appointments.

A new supervisor who has worked here before, has been employed. Florin the receptionist has moved on so a replacement receptionist has also joined the staff as his replacement.

Dr Wiley is coming back from maternity leave. Dr G is going on such leave so a new doctor will be recruited.

Dr H has reduced clinical hours pending CQC Inspection here at the practice.

NHS England package, will mean external people will be attending to advise in staff training. This surgery seeks to evolve, improve be proactive.

More CDM (critical Disease Management) slots are now available due to triage, cut down of 'urgent' calls to see a doctor.

SS had a meeting with pharmacists who report to patients that their prescriptions are not able to be dispensed as they've not received them from the surgery! This is done electronically, in the rare case when there is a discrepancy, the pharmacists can request by fax. In such cases the pharmacists do not have any 'proof'. The patients can request repeats either electronically or by request in person at the surgery (3 day notice).

4

MJW attended a meeting back in October organised by the CCG for Chairperson of PPG's. His impression was that it wasn't well 'chaired' and representatives talked about their own practices rather than focussing on what worked well, what could improve and be shared. One PPG was intent on hosting further meetings without the presence of GP's. He thought this in itself seemed 'worthless', an attitude shared by the panel.

One PPG Chair is trying to establish an independent Newham PPG ( ie independent of the CCG).

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CC Had kindly spent time and effort coming in to the surgery to meet with patients for information, feedback on Friend & Families survey questionnaire's today. The results being several filled in forms on which were;

Difficulties in phoning the surgery (especially on Wednesday's), length of time for doctor to call back and that a patient couldn't order repeat prescription on the phone.

CC asked for procedure in making an appointment and for repeat prescriptions.

SS Mentioned there is a fault in the telephone system which is currently being looked in to and that the procedure for repeat prescriptions is that requests are not taken by phone but as mentioned earlier; electronically or written request at the surgery. An appointment is made by phoning in and the doctor calls patient to triage in order to make an appointment.

NC suggested there be a message on the phone system to say what the position of the call is to being answered.

MK thanked CC for his efforts today and said that the phone system does notify the position of the call in the queue and that he'd used both phoning an on line to arrange doctor to call as well as online for repeat prescriptions with relative ease.

AOB

EE Suggested a flow chart banner to be visible in the surgery on a 'how to' of making appointments, requests for repeat prescriptions etc with view in how to improve the running of the practice. Dr H appreciated the feedback.

Date of next meeting.

**Tuesday 10<sup>th</sup> January 2017 at 5.45pm for a 6pm prompt start.**