

Minutes& Actions :PPG Meeting

The Lister Surgery, The City Medical Practice , The Family Practice

Date : 27.07.2017

Time: 6.45pm – 8.00pm

Venue : Whetley Medical Centre

Chair Person: Qudrat Shah, Javed Khan (Co-Chairs)

Note Taker:Imran Khan (PPG Lead)

Attendees: Dr. A Khan, Dr. Ash Khan, Dr Rehman, Mohammed Shaid, Qudrat Shah, Javed Khan, Rehmat Ali,Shahid Afzal, M. Iqbal, N. Muhammed, Shabana Bi, Nazniya Rehman, Mehvish Ahmed, Bilal Hamid & Shoaib Hussain.

Apologies:, Dr. Akbar, Abdul Quddus, Fiaz Quddus, Shuaib Khan, Rose Mitchell, Shaifahna Hussain, Mohammed Hafiz, Abbas Esmail, Mushtaq Alam,Mohammed Akram, Karam Dad, Mohammed Ashraf, Mohammed Fauz, Nagina Iqbal, Rehana Chunara,Zulfiqar Ali, Zulfiqar Hussain &Imran Khan.

Item 1:	<p>PPG MEETING START 6.45pm SHARP!</p> <p>Turn out of the meeting was good,</p> <p>Imran Khan (patient engagement lead) ran through previous minutes and follow up actions. Patients were happy with the outcomes then handed over to Qudrat Shah & Javed Khan who presented at the meeting.</p>
Item 2:	<p>Staff incentives</p> <ul style="list-style-type: none">• QS & JK mentioned what incentives we have for our employees for e.g. do we have employee of the month etc. Dr A K mention all staff get training and sent to different course for them to progress within the practices and that all staff members are treated fairly and equally. Dr A K was open to the idea of introducing more staff incentives. <p>ACTION 1: IK (PEL Lead) will liaise directly with staff members and ask what incentives they would like to be put in place and feedback to Dr A K where it will be decided what incentives will be appropriate.</p>
Item 3:	<p>Recruitment (new PPG members)</p> <ul style="list-style-type: none">• JK mentioned it would be nice to have more female PPG members as majority of patients that visit our practices a female furthermore to have new faces at our meetings, SB (Office Manager) mentioned we have actively been promoting PPG to all our patients however it is difficult for the female patients to attend during evening times due to child commitments. JK & QS proposed

	<p>an alternative time during the day for our next PPG meeting to see if more female patients would attend.</p> <p>ACTION 2: The practices will hold revised times for next PPG meeting therefore making it convenient for all our patients to attend. PPG members & staff will help increase numbers of patients attending PPG meetings.</p>
<p>Item 4:</p>	<h2 style="text-align: center;">Call screen positioning at Whetley/ Seating in waiting room</h2> <p>QS Mentioned the call screen positioning at Whetley is awkward for patients to see and should be positioned straight ahead for better view. Dr A K mentioned we are aware of the call screen positioning and are in the process of getting new call screens along with a revamped play section for the kids this will be achieved in the near future.</p> <p>RA said he was unhappy with the seating in the waiting room due to it being faulty as pins were poking through, therefore needs replacing. IK mentioned he has logged this with NHS properties and are awaiting their response.</p> <p>ACTION 3: To make sure call screen positioning to be changed along with a refurbished kids playing area. To remove faulty seating until landlord issues replacements.</p>
<p>Item 6:</p>	<h2 style="text-align: center;">AOB</h2> <ul style="list-style-type: none"> • JK asked how GP extended hours are going staff replied its going well we have referred patient to that's service, JK went on to mention that other than GP services they offer other services such as Health MOT, weight management & walking groups. • Action 4: To make sure staff keep promoting and publicising these services to all our patients. This will be discussed in our next PLT (practice learning time). • IK handed out feedback forms & NHS choices forms to be filled in following on from the meeting • It was agreed that the next PPG will be staff lead, awaiting agenda. <ul style="list-style-type: none"> • The next PPG meeting was announced for Thursday 26th October 2017 from 13.00-14.30 @ Whetley Medical Centre. All members invited to attend.

Date of Next Meeting: 26/10/17