

Minutes from PPG meeting held 30.11.2015

Staff present was

Dr A Bindra
DR S Kaur
Sandra Bartlett

Patients Attended

Mavis Rayner
Sydia Alam
Caroline Hurst
Aneela Mushtaq

Dr Aman started meeting with a power point presentation explaining the terms he would be using ie: CCG (care commissioning Group)CQC (care quality Commission)& PPG (Patient Participation group).

Dr Aman explained the appointment system where we now have on the day/pre bookable and for our more vulnerable patients we will always arrange to give them a telephone consultation if no appointments are available these include Over 75's/ Under 8/those with multiple illnesses/mental health issues/carers.

Also explained about the on line booking of appointments, and explained we need to advertise this more so more patients become aware and use it.

Dr Aman went on to explain the role of our nurse practitioner and the support always available from a doctor while she is on duty.
Sydia Alam and Caroline Hurst were not aware of this and would now see the nurse practitioner where once they would not have used them.

Dr Aman explained the new extended hours that will now include Saturday morning's, he explained that we have teamed up with 2 other surgeries which are Dr Patel's opposite church London Road & Dr Gargav which is in Westwood Road in Tilehurst to provide this service as we alone did not have enough registered patients to qualify for this service.

All members of PPG wanted to know why we had chosen a surgery so far away and Dr Aman explained it was a relationship the Dr's had with Dr Gargav In

Tilehurst. They were happy with the arrangement with the surgeries to help supply extended hours access.

Dr Aman went on to expand the plans to move to new premises' which would involve us joining up with Dr Patel and Dr DeCruz and all 3 surgeries moving to a new purpose built building opposite the A&E department in Craven Road, and advised that the go ahead to buy the land had only been agreed today 30.11.2015 and the pre planning had been accepted.

Concerns were raised by Caroline Hurst and other's present about the move as they felt it would no longer be personal service that they were used to, Dr Aman reassured them that this would take time to build and be ready to move into and the smaller surgeries may not move immediately but remain open for a while to help with the transition.

Aman went on to explain that the new surgery would be able to provide a lot more in house such as Physiotherapy and many other services that you need to go elsewhere for at the moment. Also added that there would be a chemist on the ground floor that would make it a lot easier for us to get prescription problems sorted for the patients.

The group did raise a concern over parking, and Dr Aman reassured them that the regulations are that 3 parking spaces have to be available for each clinician in the building, and this had been put into place within the planning.

Members of the group raised the issue of why there are not enough GP's and issues with recruitment. Dr Aman explained that some of what we are now seeing are the results of the recruitment of Doctors from abroad years ago that are now retiring.

Also explained that being a GP is not as attractive as it used to be due to all the administration and documentation that has increased over the years. However, by moving into a larger premises with other surgeries it was discussed how this may help recruitment.

Dr Aman then went on to explain that the CQC will be inspecting us soon although we did not have a date as yet.

Dr Aman spoke about the response we get from patient surveys and suggestions were made about how we could get an increased response to these including Friends and Family. It was suggested by Aneela that we could

use newspaper advertising. Dr Aman advised we are on Twitter & Facebook but this needs to be updated.

PPG members said were not aware so it was agreed to try to put up more posters advertising this.

A report from the last patient survey done was passed around for the group to look at, Aneela felt that we could break this information down to give a more accurate report and has offered to do this for us if Sam Email's her the following, Different age group/ Ethnicity then the response figure will make more sense .

Sydea Alam felt that there were too many posters in the surgery felt too much information is as bad as too little, Sandra explained that over the last couple of weeks she had reorganised all the notice boards, but this is always on going and we will look at this again this week. Dr Aman also mentioned that we have a new notice board in place this is to be used for different language's such as Urdu and Nepali.

The new surgery leaflet was passed round, Aneela felt that it needed more work and was not in a logical order and offered to help with this. This will be added to the website. Also hope to have other leaflet in other languages available on line.

Next PPG meeting in 6 months.