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| **Patient Participation Meeting** | | | **Day and date 25th July 2016**  **Time 1.30pm**  **Meeting Room** | | | | |  |
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| **Type of meeting:**  Formal PPG Meeting Nisa Iqbal | |  | **Facilitator:**  Nisa Iqbal |  | | | |  |
| **Note taker:**  Saiqa Naz | |  |  |  | | | |  |
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| Attendees:  Sadaqat Khan  Renata Dziama  Mansour Youseffi  Daayanti Mistry  Rozma Bi  Kalsoom Bibi  Iqra Hussain  Govind Mistry   |  | | --- | |  | |  | |  | |  | |  | |  | |  | |  | |  | |  | | | Nisa Iqbal  Saiqa Naz | | | | | |  |
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| **Agenda** | | | | | | | |  |
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| Apologies  Introduction and Expectations  Minutes and Actions from previous meeting  Chair person  Confidentially  Photographs  Website  Voluntary Groups/stalls  Interpreter  Surgery update  Complaints/Suggestions  AOB  Date & time of next meeting | | | SN  NI  NI  NI  NI  NI  NI  NI  NI  NI  NI  NI  NI | | | 5  5  5  5  5  5  5  5  5  5  5  5  5 | |  |
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| **PPG Meeting** | | | **Monday 25th July 2016**  **Time: 1.30**  **Meeting Room** | | | | |  |
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| **Type of meeting: PPG** Meeting | |  | **Facilitator** | Nisa Iqbal | | | |  |
| **Note taker:**  Saiqa Naz | |  |  |  | | | |  |
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| Attendees:  Sadaqat Khan  Renata Dziama  Mansour Youseffi  Rozma Bi  Kalsoom Bibi  Iqra Hussain  Govind Mistry | |  | | | | | |  |
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|  | | |  | | | **5** | |  |
|  | Discussion: Apologies from PW , Farideh Javed, Zaid Zeb, Sofia Iqbal, Mirza Sabir and Bushra Kauser | | | | | | |  |
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|  | Conclusions: | | | | | | |  |
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|  | Action items: | | | | Person responsible: | | Deadline: |  |
|  | To invite for next meeting | | | | NI | |  |  |
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|  | | **NI** | | **5** | |
|  | Discussion: Nisa welcomed everyone to the meeting .  Induction and Expectations | | | | |
| I | All introduced themselves and talked about what they expect for the group, new members had joined the team | | | | |
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|  | Conclusions: Paperwork – “Parkside Expectation” paperwork given | | | | |
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|  | Action items:  The aim of the PPG was emphasised again as new members have joined the team.  All members agreed that the expectations were clear. | | Person responsible:  NI | | Deadline: |
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|  | | **NI** | | **5** | |
|  | Discussion: Minutes from previous meetings | | | | |
|  | Conclusions:  No minutes from previous meetings, advised patient group that the minutes from this meeting will be posted out . | | | | |
|  | Action items:  Post out minutes | | Person responsible:  NI | | Deadline:  ASAP |
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|  | | **NI** | | **5** | |
|  | Discussion: A discussion took place that the group needed a Chairperson and a patient from the group can nominate themselves. The Practice also needed a personal profile to add to the Practice website and Practice leaflet. | | | | |
|  | Conclusions: The nominations took place and NI to tallied up the results immediately  Nisa advised that if help was needed for their personal profile examples would be given to them | | | | |
|  | Mr Sadakat Khan had more votes and all the PPG members were happy for him to become a chair person. Mr Khan was happy with the decision. Mr Khan would need to sign paperwork for the practice and need to chair meetings. Vice Chairman: Renata Dziama | | | | |
|  | Action items:  All patients to send a copy of their personal profile to Nisa Iqbal Office Manager | | Person responsible:PPG  PPG members | | Deadline:  ASAP |
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|  | | **NI** | | **5** | |
|  | Discussion: NI discussed Confidentiality and the importance should they accidently come across anything confidential | | | | |
|  | Form is self-explanatory , signature is needed | | | | |
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|  | Conclusions: Each member of group to sign a form stating that they understand. | | | | |
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|  | Action items:  Forms to be kept and filed in the Practice | | Person responsible:  NI | | Deadline:  Ongoing |
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|  | | **NI** | | **5** | |
|  | Discussion: Consent to use photographs | | | | |
|  | Forms and consent were discussed, notice board, practice website and Practice leaflet | | | | |
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|  | Conclusions: Consent form signed for photos to be signed. | | | | |
|  | 3 members did not sign as would like to think about having photo displayed. | | | | |
|  | Action items:  Photographs to be taken developed and added as discussed -NI to add to practice leaflet, website and noticeboard | | Person responsible:  NI | | Deadline:  ASAP |
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|  | Discussion: Voluntary Groups were discussed and many are not used | | |
|  | Different voluntary group stalls to be set up in the reception area to ensure all the community are aware | | |
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|  | Conclusions: Members of the group offered to help if needed | | |
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|  | Action items:  To plan and arrange stalls  Members suggested it would be useful to display information about carer’s entitlement and to do a leaflet or information sheet to display in reception | Person responsible:  NI and PPG members | Deadline:  Within 8 weeks |
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|  | | **NI** | | **5** | |
|  | Discussion: Interpreters were discussed and it was noted that many patients do not come with an interpreter. The clinicians can use the telephone interpreting service which takes longer causing patients to be seen late. Staff members are sometimes used and are taken away to interpret, which makes us short staffed, the telephones cannot be answered as efficiently or as quickly as they should be | | | | |
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|  | Conclusions: If an interpreter is needed, could patients bring a family member or can they ensure that they inform staff that one is needed and they can be booked in advance | | | | |
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|  | Action items:  Book interpreter in advance  Patients to bring family member with them if possible | | Person responsible:  Patients/All reception team  Patients | | Deadline:  ongoing |
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|  | | **NI** | | | **5** | |
|  | Discussion: Surgery updates | | | | | |
|  | New telephone system. Advanced Nurse Practitioner, additional appointments. On line appointments and prescriptions. Online access for children. Staff are doing NVQ customer services course to improve the service. New HCA apprentice starting in September. Minor Ailment Pharmacist starting in September . New Practice manager and new practice Nurse | | | | | |
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|  | Conclusions: Extra appointments – access , improved telephoned system. | | | | | |
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|  | Action items:  To monitor telephone calls  To monitor staff increased efficiency  To do a further survey | | | Person responsible:  NI  NI  NI | | Deadline: |
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|  | |  | | | **5** | |
|  | Discussion: Complaints/Suggestions | | | | | |
|  | In future meetings , Parkside will be bringing complaints anonymised and suggestions. Members suggested that the practice should look into confidentiality or the nature of the complaint before discussing in the meeting. NI discussed it will be completely anonymised .  Discussion held with local pharmacies, consent forms, repeat prescription ordering, online prescriptions, elderly or housebound patients requests.  PPG – Members suggested should have meeting quarterly and not sooner. | | | | | |
|  | Conclusions: The practice to work in partnership with the PPG members, discussing and resolving compalints. | | | | | |
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|  | Action items:  Advised complaint will be anonymised before they are discussed in PPG meetings depending on the nature of the complaint.  Complaints to be brought to meetings | | | Person responsible:  NI  NI | | Deadline:  Ongoing |
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|  | | | **ALL** | | **5** | |
|  | Discussion: Meeting dates | | | | | |
|  | PPG – Members suggested should have meeting quarterly and not sooner. | | | | | |
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|  | Conclusions: | | | | | |
|  | It was agreed that the meetings will be quarterly, however there will be times when the Chairman and the vice Chairman may be called in at times to sign paperwork for the CCG | | | | | |
|  | Action items:  To telephone chairman or vice chairman should paperwork need to be signing. | | | Person responsible:  NI | | Deadline:  Ongoing |
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| **Any Other Business** | | **ALL** | | **5** | |
|  | Discussion: | | | | |
|  | NI ask each member of the PPG group if there was any other business, all replied no. | | | | |
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|  | Conclusions: | | | | |
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|  | Action items:  None | | Person responsible: | | Deadline: |
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| **Date & time of next meeting** | | **SN** | | **5** | |
|  | Discussion: | | | | |
|  | A date was agreed for the next meeting on Monday 31st October 2016 - 12.30 until 1.30 (lunch at 1.30) | | | | |
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|  | Conclusions: | | | | |
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|  | Action items:  Date will be sent out in the post  Agenda to be prepared.  Minutes to be sent  Room to be booked  Food to be ordered | | Person responsible:  NI  NI  NI  NI | | Deadline:  ASAP |
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