

Minutes
of a
Patient Participation Group Meeting
held on
29th March 2017
at 1.00p.m.
at
Upper Norwood Group Practice

Present: J. Sundaram (In the Chair)

34566

500309

16055

29362

35302

4832

4834

3540

3593

5534

S. Sivathasan (GP UNGP)

D. Viridi (GP UNGP)

1269

1270

V. Hunt (Minutes)

1. Welcome

Victoria welcomed everyone to the meeting.

2. Introductions

All those attending introduced themselves

3. Objectives of the Patient Participation Group

The practice manager explained the objective of the Patient Participation Group is to open communication between patients and the practice with a view to improving services.

Patients felt past meetings lacked continuity. Dr Virdi explained that future meetings will be held quarterly. The next meeting is scheduled for 28th June 2017.

It was noted that current members are mainly elderly. It was suggested that the meeting times be altered to accommodate and encourage the younger, working population to attend.

4. Nominations – a chairperson

Dr Virdi undertook to chair future meetings.

5. Confidentiality – contact details etc.

The practice manager said all patient details i.e. telephone numbers and email addresses should be kept confidential.

6. Is the practice meeting expectations?

A patient queried the practice expectations. Dr Sivathanan explained that patients are being seen if necessary, on the same day and virtually all patients are given an appointment within 48 hours. He said this is due to excellent management by the practice. He also explained that the practice does have the capacity to take on more patients. Two hubs will be opening in the Croydon area to assist over weekends although no Sunday service is available as yet.

7. Can the practice improve on services?

The practice manager advised the meeting that the March CQC Report had been received. The practice has progressed from amber to green as all recommendations and suggestions have been adhered to. A request was made that the report be made available to patients via email. It was suggested a separate notice board be made available for PPG Meetings, newsletters, and any information pertaining to the practice.

It was noted that the hoist at the patient entrance is not working and needed cleaning. Dr Sivathasan replied that a ramp and automatic door have since been installed for use by disabled patients and parents with buggies. It was also suggested the outside signage be appropriately maintained.

It was suggested a DNA audit trail be run to name and shame patients who fail to attend appointments. It was noted that after 3 DNA's a patient is only given an emergency appointment on the day requested.

Patients queried why the JX board and self- check- in machine are not in use. Dr Viridi explained that as the practice is spread over four floors receptionists still need to direct patients to the appropriate consultation room.

A **'You said – We did'** approach should be taken in order to address anonymous complaints or suggestions. This could once again be displayed on the designated notice board. Dr Viridi highlighted the NHS Choices website where comments can be made and responded to by the practice manager.

8. Any Other Business

There being no further business the meeting ended at 13.55

9. Date of next meeting: 28th June 2017

Signed:
(Dr Virdi)

Dated:.....