Minutes of the Patient Participation Meeting held on Monday 19th October 2015

Sparkbrook Community and HC

Present;

Dr Malek  [chair]
Dr George
Mandy Dance [PM minute taker]
Sue Wharton [HCA Hostess]
Andrea Bean [Office Manager]

Patients;

Maureen McBride
Henry White
Calvin Smith
Christopher Brock
Naeem Qureshi
Philip Dance
Steven Flatley
Samuel Benjamen

Apologies from Maureen and Roy Warburton

Agenda

Cesillia the nurse has now left although she did enjoy working at the practice. Unfortunately the distance she had to commute was too far for her on a regular basis, but she was still helping on a Wednesday.

In the meantime we had been lucky to secure a new nurse, Elizabeth, who is working two full days per week and is very experienced in all aspects of practice nursing and we are still trying to recruit another nurse too.

Dr Rashid has left.
In her place we have Dr Hussain who is working seven sessions per week. Dr George is now the new partner since the retirement of Dr Matta. Dr Ahmed is now also working some sessions at Sparkbrook and we are pleased to welcome Dr Mirza back after her absence.

Mr Smith asked if a notice board with photographs and names of staff could be added on the wall in order for patients to see who was working at the practice. This could also house the practice policies and mission statement. This was met with approval and the PM will investigate from estates whether this is feasible.

The appointment system has had some alterations in an effort to improve the system;

Now there are five appointments kept each day on a save for the day basis and the computer will not allow these to be opened until the actual day. This is in addition to the emergency appointments still on offer. It seems that this is now working and the waiting time for routine appointments has also halved.

The DNA's appears to have diminished too although the practice will carry out another audit to see if this is the case. Dr George said that in his first week he had 12/13 DNA's in one session. Mr Brock commented that if we could charge as in a Dental practice this would solve any DNA problem!

The practice now has a SMS texting service in place which will enable patients to receive a text message the day before their appointment to remind them. It will give them the opportunity to cancel if they do not require their appointment. The only way this will work is if mobile numbers are up to date and so a drive will take place to make sure this is the case.

The website was again explained and the patient pin number and registration process likened to a security number. Patients are able to book appointments online and order repeat prescriptions. Some aspects of their records are also available to be seen.

Dr George asked the assembled patients if anyone had access to a computer if they would like to add a review to the NHS choices website as feedback is always useful.
There being no other business the meeting closed.