

Johnson Medical Practice PPG

Monday 19 March 2018

Hilltop Surgery, Maidenwell Avenue

PRESENT

Harsha Kotecha, Nick Bates, Asma Sadar, Ramesh Kotecha

1. APOLOGIES

Graham Cole, Mary Cole, Shan Parmar, Murray Frankland

2. MEETINGS OF THE PREVIOUS MEETING

None

3. MATTERS ARISING FROM MINUTES NOT ON THE AGENDA

None

The PPG has taken a different approach this year to the PPG.

The group have decided to meet informally monthly, with Harsha forwarding relevant information/queries to Asma to investigate. The formal PPG meeting will take place every three months, with the Asma and the GP lead.

The PPG felt that this will enable it to grow and develop.

Current members of the PPG are:

| | |
|-------------------------------|-------------------------------|
| Harsha Kotecha – Chair | Mary Clare Cole |
| Graham Cole | Audrey Yeung |
| Murray Frankland | Nicholas Bates |
| Shaina Suleman | Shan Parmar |
| Ramesh Kotecha | John Thomsett (Online member) |
| Manjeet Sarai (Online member) | Nazir Patel (Online member) |

4. PRACTICE UPDATE

a) Self - check in

The self-check in has always been temperamental and our surgery and many other surgeries have had similar issues, we replaced the old self check in last year and the one we are currently using has not had too many issues. The main problem we have is user error:

- Patient not arriving themselves completely- so they think they have been "arrived", but they have not
- Patient accidentally shutting the whole system off - the reception staff will not be aware of this until this has been reported to front desk by a patient
- patients not pressing the touchscreen hard enough, so the arrival is not registered
- We do also get system errors, which slows down the machine or it automatically logs off, I have put a notice next to the careen to alert reception if the machine is not working
- The machine was provided by the CCG and currently they have no plans on replacing these old machines

b) On – Line appointments – nurse appointments

It would be difficult to set up this facility as the system stands now, as the nurse appointments vary in times, Nurse appointments are 10, 20, 30 or 40 minutes, which would mean the patients would have to listen to a very long message, this was piloted and didn't work.

ACTION: Asma to look at the possibility of offering blood test / HCA appointments online

c) Staffing Update

- Currently have 4 GP trainee
- Salaried GP – Dr Bernardi
- 2 advance nurse practitioners
- 2 Pharmacist on site

5. HEALTH PROMOTION EVENT 14th APRIL

The CCG are holding a Health Promotion event at the Hilltop Surgery, the PPG will have a stall that to promote the PPG and collect patient feedback.

The CCG have promoted and invited about 20 different organisations to attend and promote health and wellbeing services in the city.

6. AOB

None

7. DATES OF NEXT MEETING

TBA

Signature **Chair PPG** **Date**