

Patient Participation Group (PPG)

Minutes of the Meeting held on 12.03.2015 At Whitechapel Health Centre

Present	
Ed Rosen (Chair)	Director of Patient Experience, Engagement and Community
Afroza Akthar (Minutes)	Practice Manager
14830, 9404, 4436, 7097, 3089, 643, 12596, 1621, 2544, 8840, 7845, 14921, 1153	Patients attended

Apologies	
Tarek Radwan	Director
Hasnain Abbasi	Director

No.	Agenda Item	Action
	<p>Ed went through minutes from last meeting and actions we carried out</p> <ul style="list-style-type: none"> Water dispenser – Practice has bought the water dispenser and it is in the reception area. There are signs put up in Bengali and in English so that patients are aware. Inviting the Directors to the meeting – We asked in the last meeting that we would like one of the Directors to attend the meeting and yet again they have not attended. <p>Afroza explained to the group that it's extremely busy this time of year. She has spoken to the Directors and they are looking at dates in April to hold a meeting, Also Attracta from NHS England has expressed interest in attending the meeting. When a date is set we will invite patients.</p> <p>Ed also explained that it is good practice for Director's and GP's to attend, but this is not always required as it's a meeting for patients.</p>	
1	<p><u>National PPG Awareness Week</u> There is a National PPG Awareness Week coming up. It's going to run from the 1st to the 6th June 15</p>	<p>The practice will hold an event during that week to raise awareness about health and wellbeing in the local community</p>
2	<p><u>GP turnover at the Practice</u> Patients have asked to know why Dr Sharma has left the practice. They were not informed that he was leaving. This is a real experience of doctors coming and going.</p> <p>Q. The good ones always leave, are they getting the right support and how do we keep the doctors permanently?</p>	<p>Practice will use the notice board to inform patients of changes in clinical teams.</p>

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	<p>Dr Sharma has left and so has Dr Waqas, this is a cause for concern.</p> <p>A. Ed explained that in London it's generally hard now to retract doctors especially the young ones. Most doctor are from outside London and this means they have to move homes to live near where they work. They have to make a lot of adjustments.</p> <p>Patients have said they prefer Dr Sharma and would like to request for him to come back. There should be no surprises of when a new doctor comes and when a doctor leaves – how will the practice inform patients of any changes?</p> <p>Ed explained, Dr Sharma will not be coming back and the Patient Group have no say on what happens in management level, we cannot bring a doctor back.</p> <p>We can use the patient notice board for changes in the clinical team.</p>	
3	<p><u>Appointments</u></p> <p>Patients have expressed that they are not happy with the appointment system. There is a 3 week wait for a routine appointment. There are more appointments available on the day and not enough routine appointments</p> <p>A patient explained that she does not feel its right to take an emergency appointment just because a routine appointment is not available.</p> <p>Afroza explained that due to Dr Waqas leaving and Dr Luna being on holiday the same time has left us in a difficult situation. We have requested for Locum GP cover in several agencies but the agencies are finding it hard to find a GP because of the Easter holiday period.</p> <p>We have had couple of locums confirm to do few sessions and we have put them up. This is a temporary problem. From April we have enough doctors.</p> <p>Q. A patient raised the same question from the last meeting 'does the practice have enough capacity to register more patients?'</p> <p>Q. Appointments are 3 weeks away, are we under doctored as a community?</p> <p>Q. We would like to know how many patients are there per doctor?</p> <p>We were promised more doctors and the current ones are leaving we feel disappointed and unhappy.</p> <p>A. Ed explained that Practices outside London offer the same amount of appointments and patient access is very good but Tower hamlets health needs are quite high. We are offering the same amount of doctors and appointments as other GP practices with the same patient list size. Maybe we need to change how we deliver services.</p> <p>We will find out if we are under doctored and we will pass on to the directors that you are unhappy and disappointed</p> <p>All patients expressed that they are unhappy with clinician in room 2</p>	<p>Afroza is still working on Locum agencies.</p> <p>We will find out if we are under doctored.</p> <p>Directors will be informed that the patient group is not happy Dr Sharma left and the appointment system</p> <p>We will put up a Map of all clinicians and their roles and the times they work.</p>

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	<p>Q. We have mentioned this previously. Patients should be informed when booking an appointment, who their appointment is with. Patients should have a choice whether they see a doctor or any other clinician</p> <p>A Patient said he had an appointment with the clinician in room 2 and was told to rebook another appointment with a doctor.</p> <p>Ed explained that a Physician assistant is not a doctor or a nurse. Due to a shortage in doctors nationally, the government have got this role out to help manage access. They can do most things but cannot prescribe.</p> <p>Patients have requested for a Map of all clinicians, their roles and the times they are working.</p>	
4	<p><u>Noticeboard</u> Patients suggested that they would like any cancellation of the patient group meeting to be put on the notice board and all dates of the PPG to also be put up on the board.</p> <p>Ed said once the directors confirm the date of the meeting we will put posters up. He also told the group that we need to recruit more patients for our group and we need help from our group to spread the word and encourage others to attend.</p>	
5	<p><u>AOB</u></p> <p><u>Telephone</u> Patients have informed the management team that the telephone lines have not been working. When they call the practice in the morning the line keeps cutting off after they have chosen the Bengali/English option. They have informed the reception staff and the staff said they will look into this but the problems still occurred.</p> <p>Afroza assured the group that she will speak to the staff and she will look into this as a matter of urgency.</p> <p><u>Manager availability</u> A patient has expressed that he cannot get hold of the manager as she is always in meeting</p> <p>Afroza explained that she has been busy in meetings and apologised for not being available. Afroza informed patients that in her absence patient can always talk to Hena who is the reception manager and can also help deal with any queries or concerns.</p> <p><u>Toilets</u> Patient requested for a jug or pot for the toilet. This is a cultural need for cleansing purposes after using the toilet.</p> <p>Afroza will look into this.</p> <p><u>Childrens facilities and toys</u> A patient has requested for toys and books for children for when they come to visit the GP. Sometime it can be a long wait until the patient is called and it would be a</p>	<p>Afroza will look into the phone matter first thing in the morning.</p> <p>Afroza will look into getting a jug for the patients.</p> <p>Afroza will make a poster for books and bookshelf donation.</p>

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	<p>good way for parents to keep the children occupied.</p> <p>The toy that is currently there is dirty. Can you look into cleaning this?</p> <p>Ed asked patients to see if they have or know anyone who has toys they can donate to the practice. Also if they have any books and bookshelf, then the practice will be more than happy to take it in.</p> <p>We will put up a poster on the noticeboard so other patients can see and donate books and toys.</p> <p>Patients also asked for the TV to be switched on. This may help occupy the patients waiting and the children.</p> <p>Ed said the practice will look at quotes to see if we can get health information up on the TV. This will be a better educational option rather than normal TV.</p> <p><u>Vanguard</u> Tower Hamlets has been chosen as one of twenty-nine vanguard sites that will demonstrate new models of care for the community. These new care models will take the national lead and transform care for patients all across the borough.</p> <p>Please look at link below</p> <p>http://www.healthwatchtowerhamlets.co.uk/news/tower-hamlets-to-lead-the-way-with-new-models-of-care/</p>	
	<p><u>Next Meeting Date</u></p> <p>28th April 2015 – with Directors</p>	