

# Patient Participation Group (PPG)

## Minutes of the Meeting held on 28.4.2015 At Whitechapel Health Centre

<b>Present</b>	
Dr Hasnain Abbasi (Chair)	AT Medics Director
Ed Rosen	Director of Patient Experience, Engagement and Community
Afroza Akthar (Minutes)	Practice Manager
Shafqat Ezdi	Praxis Interpreter
643, 7097, 7484, 3089, 1621, 10217, 4436, 478, 7906, 14830, 9404, 8840, 9087	Patients attended

<b>In Attendance</b>	
Attracta Asika	Assistant Head of Primary Care Commissioning

<b>Apologies</b>	
Tarek Radwan	Director

No.	Agenda Item	Action
	Dr Hasnain Abbasi welcomed everyone and done a presentation about changes made since AT Medics took over (Presentation attached to the minutes)	
	<p><b><u>Appointments</u></b></p> <p>Dr Abbasi explained that a lot of patients are booking appointments for inappropriate problems and those patients are the ones who are not attending their appointments.</p> <p>Patients suggested that patient who 'Do not attend' (DNA) more than 3 times should be removed.</p> <p>Dr Abbasi agreed and informed the Patient group that he will check the patient's medical records before coming to a decision of removing them. That patient will be discussed in the clinical meeting.</p>	
	<p><b><u>Demand</u></b></p> <p>Dr Abbasi explained to the patient that demand for this practice is very high and can never be met.</p> <p>The contract AT Medics are on, is half the price of what Hurley Group where on.</p> <p>Whitechapel Health is already offering more appointments and if we put any more, it will still get booked and patients will still complain, there is not enough appointments</p> <p>A patient asked about closing early on Friday and does that include cutting down on appointments</p>	

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	<p>Dr Abbasi informed patients that we close early on a Friday but we have not reduced any appointments. We are offering the same amount of appointments as we used to when we were open longer hours</p> <p>Patients have expressed that they are happy with the changes but they want permanent doctors in the surgery.</p> <p>A patient said, at the beginning of AT Medics taking over, they were promised they will get Bengali doctors and permanent doctors. They want to know how many doctors there are. There are lack of appointments, how was the improvement made?</p> <p>Dr Abbasi explained</p> <ul style="list-style-type: none"> <li>• We had a Bengali doctor, Dr Nafis Hussain who worked from October – December. He left due to the high demands of the patients. They demand is even higher when the clinicians speaks the language</li> <li>• We replaced Dr Nafis with Dr Tariq Haque since January, who works on Tuesday and Thursday. He is finding it extremely stressful due to the demand and he is finding it difficult to translate, he has been advised by myself to use interpreters</li> <li>• Myself and Dr Radwan came and worked for 2 weeks when the practice was struggling to get agency doctors in to help meet demand</li> <li>• We realised there were more demands for appointments on a Monday, so we moved Dr Luna from Thursday</li> <li>• There is a big shortage of doctors and its big new on the papers. We see the problems and we are doing our best</li> </ul> <p>Patient said that they appreciate the struggles but it is also difficult for them</p> <p>One of the patient suggested that a director comes and works here permanently as a lot of doctors do not want to come and work here.</p> <p>Dr Abbasi explained that there are plans for one of the directors to come and work at Whitechapel health one day a week from next month.</p>	
	<p><b><u>Attracta – NHS England Commissioning Manager</u></b></p> <p>Attracta welcomed everyone and said it was good to be at the Patient group.</p> <p>Attracta explained that she has been involved with Whitechapel Health Centre since 2013. She reassured patients that all that had been raised in the meeting are common and the same issues are being raised in other practices</p> <p>She went on to explain that Hurley was paid more money than AT Medics to stabilise the practice. There is no money in NHS to meet the demand for a practice like this. It's difficult to meet demand with low money as this practice is very needy.</p>	

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	<p>Attracta told patients that she has been in East London for 5 Years and has become passionate about Whitechapel Health. Since October she has noticed a lot of improvement with such less money</p> <p>She manages 140 practices and she has never seen such improvements She acknowledged that there is a shortage of doctors and appointments nationally, but said patients and the practice need to work together to stop any wastage</p> <p>Attracta thanked AT Medics for what they have done and said she will like to continue to come and participate in the meetings but there are no magic wands to resolve anything.</p>	
	<p><b><u>AOB (Any Other Business)</u></b></p> <p>Stressed GP's - A patient said GP's look stressed towards the end of the day and it feels like they are not listening to the problems. Maybe they need to go on some training to overcome this?</p> <p>One problem – Another patient said they were only allowed to speak about one problem with the doctor</p> <p>Attracta explained that patients can go to the pharmacy for some of their minor ailments, this will help with access.</p> <p>Vitamin D – A patient asked why Vitamin D is not given</p> <p>Dr Abbasi explained that Vitamin D is a Tower Hamlets issue not a Whitechapel Health issue</p> <p>Inappropriate appointments – A patient asked, what are we going to do about other patients booking insignificant appointments and how do we educate them.</p> <p>Attracta said to patients that we should make a contract and agree on how to cascade patients who 'do not attend' (DNA)</p> <p>A patient suggested we put DNA figures up on the Jayex board every 2 weeks</p>	
	<p><b><u>Next Meeting Date</u></b></p>	