

PARK GRANGE MEDICAL CENTRE

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MINUTES OF PRACTICE MEETING HELD 12th February 2014

PRESENT DR M AZAM, RAHELA PARVEEN, SHAHEEN AKHTAR, NAZIA RAFIQ, UZMA RAFIQ, HAFEEZ MUNIR PATIENT GROUP

APOLOGIES: FROM PATIENT WHO COULDNT ATTEND

AGENDA: Introduction

New systems in the practice

Practice appointment system

Future business plan

Clinical wasting times

Action	By Who
Introduction: Dr Azam started by thanking everyone who participated in the meeting. He has also taken patient group pictures for record keeping of the meeting and the group.	DR AZAM
Appointment system: The practice appointment system was discussed with the patients and the drop in clinic was discussed. The patients were also told about the locums working and the more appointment availability that we are going to have in the practice during the winter pressure.	Dr Azam
Minor ailment scheme: Patients were informed about the new minor ailment scheme and the protocol that the practice has in place for this.	Reception staff
SMS Messages: Dr Azam also discussed the SMS and the self arrival screen in the waiting room for the patient.	Dr Azam
Wastage of clinical time: Importance the importance of cancelling GP and nurse appointment was also	Dr Azam

discussed with patients.

Patient Suggestion Box:

Patients were also informed about the patient suggestion box in the waiting room and to post new ideas in the box for improvement for the patient services and practice systems

New Staff:

New staff changes from New Year Receptionists, Management, and lady Doctor.

Patient Access:

Disability ramp

Practice security and discussed

Car park availability discussed

Business plan:

To have a prayer room in the practice

To have a in-house pharmacy

To have a triage room and HCA availability throughout the day for patient to have their heights weights, BP, BMI, monitored as when they wish

AOB:

Patients request for Saturday openings

Patients request for late opening for employed people

Patients would like their results to be text

Telephone system separate line saying repeat prescription, blood results, appointment etc.

Action:

Make announcement in local mosque for the importance of cancelling appointments

Date of next meeting to be arranged

Date:

Time: 1.30pm

Venue: Board room Park Grange Medical Centre.

