

PARK GRANGE MEDICAL CENTRE

Dr M. Azam MBBS LRCPS FPA

Tel: 01274 522904

Fax: 01274 524958/524959

MINUTES OF PRACTICE MEETING HELD 20th November 2013

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

PATIENT GROUP

APOLOGIES: FROM PATIENT WHO COULDNT ATTAEND

AGENDA: Introduction

Appointments/ telephone appointments

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
Points raised: Points raised patients asking to ring at 8:30AM to be able to book on the day appointments. Points discussed about speaking to doctor on the phone (telephone appointment). Also discussed about the telephone system change to make access service better VIA telephone system. Waiting time is improved for GP's up to 15 minutes. Choice of GP is being continuously offered to the patients all the time. Sick notes policy has come in to force as patients requesting sick notes up to 8 weeks sick note. Patients need to see the principal GP for continuation of sick notes due to abuse of the sick note policy. Telephone access to patients if appointments are not available, telephone advice and triage is offered to the patients by the GP. Extended hours are on Friday and the patients who work till late can ring on the day and book for Fridays. All clinic appointments are reminded on the day for maximising the patient	Group Member Dr Azam Dr Azam Dr Azam Dr Azam

attendance. Reminders are also sent to patients to attend their appointments.

Advance appointments are not attended and also not cancelled by the patient. Patient need to be responsible for keeping their appointments as well as cancelling if they are not needed.

Self check in system arrival to assist patients with is now fully operational but not used by many patients.

Prescription pick up service pharmacies are advised to get the patients to ring up for their repeat prescription once their medication has run out and to order only what is needed. Most of the patients are ending up having piles of medications which are not needed.

Practice reception area patient's leaflets available and updated and patient self arrival screen discussed and reception staff available to help to use.

Patients' services were commended such as In house ECG 24 hr BP, and spirometry so that patients do not have to travel far.

Pharmacy link up with the practice was discussed

Accident and emergency core hour's attendances- PGR informed of its abuse by some patients.

Community matron involvement for COPD and rehabilitation- PGR very happy of this service provision.

Suggestion triage by receptionists: Practice nurse to be trained in triage

Action:

Make announcement in local mosque for the importance of cancelling appointments

Date of next meeting to be arranged

Date: TBA

Time: 1.30pm

Venue: Board room Park Grange Medical Centre