



**Dr Khuroo's Surgery  
Patient Participation Meeting**

**Tuesday March 10<sup>th</sup> 2020  
GP Meeting Room, 1<sup>st</sup> Floor Stockland Green PCC**

<b>Meeting called by</b>	Shabbana Khan Practice Manager	<b>Type of meeting</b>	Patient Participation Group
<b>Note taker</b>	Kolsuma Begum	<b>Time</b>	12.00 – 13.00
<b>Attendees</b>	Shabbana Khan (SK) , JC1 , JC2, LG, ES, DW		
<b>Apologies</b>	CB, SL, MC, NA, HS		

**Agenda**

1. Welcome and apologies
  - a. Apologies
2. Extended clinic hours: feedback
3. Coronavirus – how the practice is helping to manage risks
4. New Birmingham and Solihull APP
5. GP survey feedback 2019
6. Recruiting new members for PPG
7. Any other business

**Introduction to meeting:** SK opened the meeting and thanked everyone for attending. Members agreed they preferred day time meetings as opposed to evening meetings we have had in the past. SK apologised on behalf of members that were unable to attend this meeting.

SK requested that members share meeting times and ideas with friends and family that are joined to the practice.

### **1. Discussion: Extended clinic hours: feedback**

SK distributed the practice leaflets with the opening times of the practice that included Wednesday afternoons. Some members were not aware that the hours had changed and said this was good. SK explained how the extended hour's clinic works and that we were partnered with Popular surgery (on Holly Lane, Erdington). This meant that should patient's need an appointment out of our surgery hours or were unable to get an appointment with us we could access the appointments for Popular and book them in for a late appointment if it was available. LG said that she missed the surgery being open on Saturdays, SK responded that the Saturday surgery was targeted towards those people that were working and found it difficult to attend during the week, but instead the service was used more widely by our regular patients, hence we are now open the Wednesday afternoon.

SK explained that we were part of a group of 6 GP practices called a Primary Care Network (PCN) where the GP leads are Dr Zaman and Dr Shaikh. ES mentioned that she has spoken to one in the past when she used the extended access. SK said that reception staff would book patients in to the extended access when you ring for an appointment.

### **2. Discussion: Coronavirus – how the practice is helping to manage risks**

There was a short discussion about the pandemic and SK drew members to what the practice is doing to help patients during this time. This included triaging any calls which meant that reception staff protocol was now to ensure they asked all patients certain questions including about recent travel and any symptoms they may have. Our practice website has been updated and signs displayed around the building.

JC enquired about paracetamol as she was concerned that the one she had enquired after was different to a previous one. KB advised she speak to her pharmacist about this.

### **3. Discussion: New Birmingham and Solihull APP**

SK handed distributed promotional leaflets about the new app and explained it was aimed to make the patients access to the surgery easier, SK encourages everyone to download the app if they could. LG said that the app looked good and that she liked giving feedback on the friends and family test. SK reminded everyone that they could also access the FFT on our website and that all feedback was valuable to improving our service and also celebrating our staff when we have done well.

#### **4. Discussion: GP survey feedback 2019**

SK discussed the results of the GP survey and drew particular attention to the areas where the practice scored below the national average. SK drew attention to question 6: % of patients satisfied with the type of appointment they were offered: SK stated that as well as offering a normal GP appointment we also offered telephone appointments, Nurse appointments and HCS appointments. ES mentioned that maybe people didn't understand the question or were unaware of the different appointment types we offered. SK said we would put this on our website.

Sk then went on to discuss question 8: % describe their experience of making an appointment as good; LG said she felt that she sometimes had to queue for an appointment. Sk said that during peak times we had at least 2 members of staff answering calls.

LG stated that she doesn't like Locums as often you have to recall all your history with them. Sk mentioned that locums have the same access to your records but of course do not know you as a person. This was however a consideration when the practice booked locums as we try and keep regular locums to maintain continuity.

SK went onto look at the rest of the survey and said in summary we scored lower on questions pertaining to the health care professionals. DB asked if this is for all 3 GPs. SK said that as the survey was sent to patients randomly we can only draw certain conclusions from the responses. ES agreed.

SK said that we get friends and family responses monthly that are then analysed and discussed at staff meetings. She asked for members to think about the survey to see if they could give any more feedback.

#### **5. Discussion: Recruiting new members for PPG**

SK thanked members for their regular attendance. She requested that everyone publicise the group to their family and friends. The practice has made leaflets to try and get new members to join. ES said it was hard for those people who are working to attend. SK said we would look into alternating the setup of the group and trying to do an online meeting.

#### **6. Other business:**

LG mentioned that she didn't get any text messages from the surgery. SK asked that everyone make sure their contact numbers were up to date as often the practice texts patients with updates and news.

**Next meeting scheduled: To be confirmed**