

Meeting Minutes

<p>Name of Organization: Charles Road Surgery</p> <p>Type of Meeting: Patient Participation Group Meeting</p> <p>Date/Time: October 25,2011, 1:00 PM</p> <p>Duration: 1 ½ hours</p> <p>Venue: Conference Room, Charles Road Surgery, 192 Charles Road, B10 9AB</p> <p>Chair: Mr. Zafar Dad</p> <p>Vice: Mr. Steven Raindi</p> <p>Note-taker: Aaliya Agha</p> <p>Participants: Mr. Moulana Abul Aziz, Mrs. Shughra Bibi, Mr. C Dean, Mrs. Jean Hollier, Mr. Shafiq Zaman, Mr. AB Mirza Dr. Shoaib Ahmed (GP), Linda Barnes (Practice Nurse), Yasin Hussain (Practice Manager), Dr. Dean Lawrence, Mrs. Alyia Mirza (Receptionist), Mohammed Safir (Case Manager), Dr. Sangita Sarkar (GP), Dr. S K Verma (GP), Dr. Amir Zafar (GP), and Dr. SA Zafar (GP)</p> <p>Absentees: Mr. Kehar Matharu, and Mrs. Farhat Awan</p> <p>Next Meeting Date: February 2012</p>			
<p>Agenda:</p> <ol style="list-style-type: none"> 1. Approval of the minutes of previous meeting 2. Issues arising from previous meeting <ol style="list-style-type: none"> 2.1 Training of reception staff 2.2 Availability of appointment 2.3 Call answering system 2.4 DNA rates 3 Practice Survey 4 NHs White Paper 5 Redesign of Complaints Procedure 6 New PPG Coordinator 7 Date of the next meeting 			
Agenda Points	Discussion	Action	Person Responsible
1. Approval of the minutes of previous meeting	Mr.Raindi opened the agenda for discussion. Mr. Rainidi sought comments and feedback on the minutes of last meetings. The group approved the minutes.		
2. Issues of last meeting	<ul style="list-style-type: none"> • Dr. Amir Zafar briefed on the measures taken to resolve the issues brought forward by the group in the last meeting. 		

<p>2.1 Training of Receptionists</p>	<ul style="list-style-type: none"> • An in-house training workshop was organized for the reception staff. The Effective Customer Services Skills by Medical Protect, developed the staff's understanding of the concept of diversity. Customers issues as emerging out of the different socio-cultural and language barriers they come across, were discussed. Staff was suggested ways and means to help customers familiarize with the system. • Mr. Safir inquired about the policy of Zero Tolerance to deal with abusive patients. Dr. Amir Zafar informed that as per NHS change of policy, Zero Tolerance is no longer functional. Patients are sent warnings before they are struck of. • Mr. Raindi inquired about any prospective trainings for the staff. Dr. Amir informed that staff will be sent on another training in November. • Mr. Mirza proposed that similar trainings should be organized for the patients to help them understand the policies and follow the procedures. • Mr. Dean criticized the patients' attitude of disregarding the system and seconded Mr. Mirza's proposal of organizing training for the patients. • Mrs. Faiza Harhara emphasized the need of mutual respect between the staff and the patients. • Moulana Abdul Aziz agreed with the point made by his fellow members.
<p>2.2 Appointment Availability</p>	<ul style="list-style-type: none"> • About the availability of appointments, Dr. Amir Zafar informed that Dr. Sangita Sarkar's timings have been readjusted as to allow more appointments outside the usual morning and evening sessions. • As per the practice's policy of creating opportunity for training, Dr. Shaoib Ahmed has been added to the team.
<p>2.3 Call answering time</p>	<ul style="list-style-type: none"> • About the issue of not getting through, Dr. Amir Zafar informed securing the call waiting system for the telephone line. The new system would inform the callers of their turn in the wait. • About the in-coming calls, Mr. Husain informed of limiting the calls for booking appointments during the peak time, and for all other queries, callers will be advised to call in less busy hours. • Reception staff has been provided with hand-free telephone sets as to facilitate them in doing other tasks while they attend calls. • Mr. Dean asserted that the reception staff do not make

2.4 DNA Rates	<p>any policies and procedures, therefore, patients would not be justified in penalizing them for not offering them appointments past booking time. It is at doctor's discretion to stretch his time and entertain more appointment requests.</p> <ul style="list-style-type: none">• Dr. Amir Zafar reiterated his concern regarding the persistent rate of DNA: patients not showing up for appointments they book on the same day.• About turning up late for the appointment, Mrs. Haraha inquired if the patients were offered a leeway.• Mr. Husain informed that patients are allowed a 10 minutes delay margin. For delaying or cancelling appointments, the patients are expected to inform the reception staff in good time. However, it has been noted with regret that patients cancel their appointment after the appointment time, which is certainly of no use.• Mr. Zafar Dad suggested if the reception staff were to call the patients and remind them of their appointments. Dr. Amir Zafar explained that due to constraints of time and resources, the proposal is not feasible. The reception staff with their existing responsibilities of chasing referrals, calling patients on doctor's request for booking, and handling telephonic queries, can not be over-burdened with any additional responsibility of making reminder calls. Despite of resource constraints, the practice is delivering a good service. Unlike other surgeries ways of resorting to the policy of cost-sharing and burdening patients with the cost of calling on 0845 numbers, Charles Road Surgery use flat rate telephone line.• Mr. Mirza and Mr. Safir suggested that patients who DNA should be charged with a minimum fine of £5. Dr. Amir Zafar explained that such a measure contradict the NHS policy. The practice cannot penalize the patients.• On the issue of long waiting time at the reception, Dr. Amir Zafar emphasized the need of understanding on part of the patients of the priority and urgency of the case. Patient should understand that doctor's appointments can overrun owing to the time and attention required of a certain case.• Mr. Zafar Dad commended the surgery on rendering services such as speedy referrals, and letters on request, and call waiting system.• Mrs. Sughra Bibi seconded Mr.Dad's point applauded the achievements of the Smoking Cessation Advisors Nubila and Shazeah in assisting her son reduce his cigarette dependence.
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3 Practice Survey	<ul style="list-style-type: none"> Mr. Husain informed that due to shortage of reception staff, the survey has not been completed, therefore, the results could not have been compiled and shared with the group. He assured that the results would be shared with the group in the next meeting.
4 NHS White Paper	<ul style="list-style-type: none"> Dr. Amir Zafar briefed the group on the NHS White Paper about the new federation arrangements. The PCTs are disappearing and merging into Birmingham and Solihull cluster. Clinical Care Commissioning groups headed by GPs will take over the PCT activities. Group of like-minded practices have grouped together to form 12 CCGs. These smartcare practices will negotiate with the service-providers for better and improved services for the patients. Dr. SA Zafar informed that under the new system the budget has been cut down and many services which were previously offered for free, would have to be paid for, such as varicose veins and hernia surgery, carpal tunnel syndrome, and circumcision, etc. Dr. Amir Zafar assured that the cut-down of some services did not mean that the new system was designed to increase the finances of the GPs. He clarified that GPs are being paid through different mechanisms.
5 Redesign of Complaints Procedure	<ul style="list-style-type: none"> Alyia Mirza oriented the group on the new complaint protocol. All complaints will be coordinated by herself and Mr. Husain. The complaints will be responded within 2 weeks' time, and the complainant will be called in for a meeting. Mr. Husain stressed on the importance of dialogue to resolve the issue leading to complaint. The processed complaints will be placed in the record, and which will be referred to as a part of practice annual evaluation. Mr. Zafar Dad inquired about the number of complaints the practice received to date. Dr. Verma informed of the practice receiving one complaint in writing and a few in verbal ones over a year. Mrs. Hollier commented that over a year everything has changed at the practice.
6 New PPG Coordinator	<ul style="list-style-type: none"> Dr. Amir Zafar introduced Alyia Mirza as the new PPG Coordinator. Alyia will be responsible to inform the group of the upcoming meetings and will send the meeting minutes to the participants. Mr. Zafar Dad proposed that the minutes should be sent via email. Mr. Husain noted the suggestion and informed that the minutes will be sent via email as well.
7 Date of the next meeting	<ul style="list-style-type: none"> The next meeting was decided to be held in February 2012. Mr. Zafar Dad concluded the meeting by commenting on the importance of participation in the PPG. He identified PPG as an effective medium to share views, understand issues, suggest resolutions, and relay the message across

	<p>community.</p> <ul style="list-style-type: none">• Dr. Amir Zafar proposed of informing the community through a quarterly newsletter. The group seconded the motion.
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