

## Meeting Minutes

<p><b>Name of Organization:</b> Charles Road Surgery</p> <p><b>Type of Meeting:</b> Patient Participation Group Meeting</p> <p><b>Date/Time:</b> Tuesday March 6,2012, 1:00 PM</p> <p><b>Duration:</b> 2 hours</p> <p><b>Venue:</b> Conference Room, Charles Road Surgery, 192 Charles Road, B10 9AB</p> <p><b>Note-taker:</b> Aaliya Agha</p> <p><b>Chair:</b> Mr. Steven Raindi</p> <p><b>Participants:</b>                  Mr. Moulana Abul Aziz, Mrs. Shughra Bibi, Mr. C Dean, Mrs. Jean Hollier, Mr. Shafique Zaman, Mr. Kehar Matharu, Mr. AB Mirza                  Linda Barnes (Practice Nurse), Yasin Hussain (Practice Manager), Mrs. Alyia Mirza (Receptionist), Dr. Sangita Sarkar (GP), Dr. S K Verma (GP), Dr. Amir Zafar (GP), and Dr. SA Zafar (GP)</p> <p>Apologies: Mrs. Farhat Awan, Mr. Fazal Dad, and Mrs. Faiza Harhara</p> <p><b>Next Meeting Date:</b></p>	
<p><b>Agenda:</b></p> <ol style="list-style-type: none"> <li>1. Approval of last meeting minutes</li> <li>2. Patient Survey</li> <li>3. Newsletter</li> <li>4. Training of staff</li> <li>5. NHS changes</li> <li>6. Changes to surgery                         <ol style="list-style-type: none"> <li>6.1 Dr. Verma reducing his hours</li> <li>6.2 New partner joining</li> <li>6.3 New trainee GP</li> </ol> </li> <li>7 Any other business</li> <li>8 Date of next PPG meeting</li> </ol>	
<b>Agenda Points</b>	<b>Discussion</b>
<p><b>1. Agreement on last meeting minutes</b></p>	<ul style="list-style-type: none"> <li>• Meeting commenced as Mr. Raindi requested the participants to introduce themselves to Mr. Matharu.</li> <li>• Mr. Rainidi sought comments and feedback on the minutes of last meetings. The group approved the minutes.</li> </ul>

## 2. Patient Survey

- Dr. Amir Zafar shared the results of the periodical survey administered by the third party In-time Data Solutions. The objective of the survey was to get a first-hand data on patients' experience. The questionnaire preserved patient's anonymity as giving them complete freedom to express themselves candidly without the fear of their identity being revealed. Summary of the results have been shared on Charles Road Surgery's website <http://www.charlesroadsurgery.co.uk/>
- Dr. Amir Zafar commented that results suggest that Charles Road Surgery is about the same place as other surgeries in Small Heath. The reason being that the service-users belong to the community which is disadvantaged in terms of education, economic status, and other issues of immigrant population.
- Mr. Raindi commented that it was incomprehensible how the practice stood low in terms of service-delivery and receptionists' communication.
- Dr. Amir Zafar suggested that because of the community different socio-cultural barriers, there is a high-level of expectation for services.
- Dr. Verma commented that Charles Road Surgery is the most preferred practice, as patients move to other localities but they do not change their surgery. Mr. Mahtharu suggested that the resentment, the practice faces, boils down to the fact that the community we are operating is not very educated.
- Mr. AB Mirza commented that there was a need to educate people to command respect to the receptionist staff.
- Dr. SA Zafar commented that despite giving in to patients' demands, such as doing prescriptions on the same day, booking appointments in advance, and providing facilities like having five doctors and four HCAs, and giving minor ops services, we have not been able to satisfy the patients.
- Mr. AB Mirza inquired about the DNA rate, and if the patients were penalized. Dr. Amir Zafar informed that despite sending warning letters the DNA rate has not dropped. Patients were not struck off either, because the practice had to bend down to the requests of pardon from the patients.

<p><b>3. Newsletter</b></p>	<ul style="list-style-type: none"> <li>• Alyia Mirza shared the draft of the first newsletter. The newsletter will have two issues: Autumn-Winter; and Spring-Summer. The objective of the newsletter is to update the community on facilities and services extended from the practice.</li> <li>• The newsletter has been made attractive with catchy pictures and captions to attract readers and generate their interest.</li> <li>• The newsletter consists of information on the staff at the practice, opening hours, emergency contacts, special event such as flu jabs, and services such as diabetes, chiropody and circumcision.</li> <li>• Commenting on the draft, Dr. Zafar suggested that information on minor ops, and travel immunization might also be added.</li> </ul>
<p><b>4. Training of Staff</b></p>	<ul style="list-style-type: none"> <li>• Mr. Raindi commended the newsletter as having concise and clear information. He proposed that the newsletter might be printed in color and be made accessible by putting on the reception counter.</li> <li>• Alyia Mirza briefed the group on the recent staff training in customer care.</li> </ul>
<p><b>5. NHS Changes</b></p>	<ul style="list-style-type: none"> <li>• Dr. Amir Zafar briefed the group on the changes the practices would likely to undergo as joining the Birmingham and Solihull cluster. Mr. Raindi inquired if the changes would affect the functioning of the practice. Dr. Amir Zafar assured that there would be no changes on ground level i.e. the functioning of the practices and the patients would not feel the effect of the change. However, due to the limited budget some services such as the circumcision and hernia will not be funded. Clinical Care Commissioning groups headed by GPs will negotiate for better and cheaper services.</li> <li>• Dr. Zafar informed that recently referral like reversal of sterilization, and some cosmetic surgery procedures have been turned-down because of non-availability of funds for the procedures that have less clinical value. Mr. Matharu inquired if tightening the budget would have any effect on the GPs prescribing medication. Dr. Amir Zafar explained that instead of prescribing expensive brands, GPs would look for cheaper generics. In some cases, however, like prescribing medicine for epilepsy, GPs would stick to brands.</li> </ul>

<b>6.Changes to surgery</b>	<ul style="list-style-type: none"><li>• Dr. Verma will be retiring and will have reduced working hours from April.</li><li>• Dr. Zafar's son Dr.Arif Zafar will be joining the practice as the new partner.</li><li>• Functioning as a training practice, and having Dr. Amir Zafar and Dr.Sangita Sarkar as established trainers in team, the practice will have a new trainee GP who is also an armed forces personnel.</li></ul>
<b>7. Any other business</b>	<ul style="list-style-type: none"><li>• Mr. AB Mirza inquired if the practice has been having any ghost patients. Dr.Verma informed that we are very vigilant on scrutinizing our list and reviewing our data and if patients are observed to have gone missing, we try to locate them. We keep track of information, for instance when a patient went abroad and when is expected back.</li></ul>
<b>8. Date of the next meeting</b>	<ul style="list-style-type: none"><li>• The next meeting was decided to be held by the end August after Ramadan</li><li>• Mr. Raidi concluded the meeting with the vote of thanks to the participants.</li></ul>