Meeting Minutes

Name of Organization: Charles Road Surgery	
Type of Meeting: Patient Participation Group Meeting	
Day/Time/Date: Tuesday 1:00 PM**,** March 11 ,2014	
Duration: 1 hour 15 minutes	
Venue: Conference Room, Charles Road Surgery, 192 Charles Road, B10 9AB	
Chair: Mr. Zafar Dad	
Note-taker: Aaliya Agha (Receptionist)	
Participants: Mr. Moulana Abul Aziz, Mrs. Sughra Bibi, Mr. C Dean, Mr. Shafique Zaman, Mr. Kehar Matharu, Mr. AB Mirza, Dr. Suborna Ahmed (Registrar), Sister Linda Barnes (Nurse), Mr. Yasin Husain (Practice Manager), Dr. Sangita Sarkar (GP), Dr. Sk Verma (GP), Amir Zafar (GP),and Dr.Arif Zafar. (GP), and	
Apologies: Mrs. Farhat Awan, Mr. Sayid Dawood, Mrs. Faiza Harhara, Mrs. Jean Hollier, Mr. Sultan Khan, Mrs. Ina Pryce, and, Mr. Steven Raindi	

Agenda:
1. Welcome
2. Apologies
3. Minutes of Meeting Held on October 23, 2013
4. Survey Results
5. Care Data
6. MPS Audit
7. Online Appointments
8. Any Other Business
9. Date of Next Meeting

Agenda Points	Discussion
Welcome **Apologies** **Minutes of Meeting Held on October 23, 2013**	• Meeting commenced as participants introduced themselves. • Participants approved the minutes of meeting held on October 23, 2013.
Survey Results	• Dr. Arif shared the results of survey carried out recently to gather data on patients' satisfaction of the service at Charles Road Surgery. • The respondents were generally satisfied with the service. However, in terms of access via telephone, practice scored low. • Dr. Amir explained how practice following the suggestions of PPG member invested in the reception. There are 4 telephone lines, and 2 new receptionists, and stretched working hours. Previously, all appointments were booked in advance, but now we have advance booking as well as booking on-the-day. There is call queuing system in place. In addition, the receptionists are advised by the GPs to

	stretch their list for triage appointments, • Mr. Dad referring to the initiatives, suggested that the practice has certainly improved the system. • PPG members commended the practice for having good system, staff and procedure in place. • Mr. Mirza expressed concern as to why patients are complaining despite of receiving good service. • Regarding difficulty in accessing through telephone, Sughra Bi suggested that patients might be allowed to walk-in and book. • Dr. Amir citing other surgeries' walk-in service as an example suggested that walk-in service is not very practicable, especially, when people have on-the-day emergency like an ill child who needs to be seen as a priority, they cannot be asked to queue up. • The participants agreed that service would be abused if walk-in system is practiced. People who live closer to the surgery will always have an advantage of getting through to the GPs first. • Dr.Amir shared that when appointments are full, patients are re-directed to other available services such as Walk-In Centres, and Badger's, and NHS Direct. Charles Road Surgery is also open for a couple of hours on Saturday to look after acute cases and on-the-day emergencies. • To Mr.Mirza's question about catering for interpretation services, Dr. Amir informed that besides having the multilingual staff, we liaise with BILCS and arrange interpretation service for the patients.
Care Data	• Dr. Amir shared that the Government has introduced 3 schemes to make the data available. However, patients are provided with the choice of opting out. Summary Care Record makes the data available in the hospitals nationwide. Patients' medical history, problems, investigations, medication and allergies can be viewed from any hospital. CCR is locally shared medical record available in Birmingham and Black Country. The GPs have some degree of access to patients' record, which is helpful especially, when a person visiting other place falls sick and is to see other GP. Care Data is NHS England national program, which will use the data for research purpose, without revealing the identity of the subjects. The program is in the process of initiation. • Dr. Amir reiterated although participating in the scheme is beneficial for the patients, they always have an option to withdraw if they think their confidentiality is being compromised.
MPS Audit	• Dr. Arif shared that the doctors are insured by Medical

	Protection Society. The MPS carry out regular audits to check if the doctors are carrying out their practice in safe and satisfactory manner. Charles Surgery was given a positive feedback after one recent audit. • To Mr.Dad's question about personal indemnity, Dr. Arif informed that the system and procedure is in place, and the practice is insured. • Charles Road Surgery is awaiting visit from Care Quality Commission (CQC).
Online Appointments	• Mr. Husain informed that new Emis Access system is to set in. The system would allow patients to access and book appointment, and place repeat prescription requests online. The system will initially be placed on a trial for three days, and only for the morning appointments. Online booking system will allow booking appointments in advance via internet. • To some participants' concern regarding availability of internet and computer skills, Dr. Amir assured that online booking will not completely replace telephonic booking. The practice understands that there would be patients who are not computer literate, therefore, online booking will be open for a few appointments, and patients can go on booking appointments over the telephone. • Mr. Dad appreciated the initiative of having online booking system in place, and considered it a practicable solution for working patients.
Any other Business	• Sughra Bibi suggested that if the practice can introduce some training sessions for patients focused on nutrition and well-being. • Dr. Amir appreciated the suggestion.
Date of Next Meeting	• Next meeting was decided to be held after the holy month of fasting (Ramadan).