

Meeting Minutes

<p>Name of Organization: Charles Road Surgery</p> <p>Type of Meeting: Patient Participation Group Meeting</p> <p>Day/Time/Date: Tuesday 1:00 PM, October 23 ,2013</p> <p>Duration: 1 hour and 25 minutes</p> <p>Venue: Conference Room, Charles Road Surgery, 192 Charles Road, B10 9AB</p> <p>Chair: Mr.Steven Raindi</p> <p>Note-taker: Aaliya Agha (Receptionist)</p> <p>Participants: Mr. Moulana Abul Aziz, Mrs. Sughra Bibi, Mr. C Deans, Mr. Zafar Dad, Mrs. Jean Hollier, Mr.Sultan Khan, Mr. Kehar Matharu, Mr. AB Mirza, and Mrs. Ina Pryce</p> <p>Sister Linda Barnes (Nurse),Mrs. Alyia Mirza (receptionist), Amir Zafar (GP), and Dr.Arif Zafar (GP)</p> <p>Regrets: Mr. Shafique Zaman, Mrs. Faiza Harhara, Mrs. Farhat Awan, and Mr. Yasin Husain (Practice Manager),</p>	
<p>Agenda:</p> <ol style="list-style-type: none"> 1. General Development 2. NHS Direct 3. CCG 4. CQC 5. Reception Issues 6. Any other Business 7. Survey-proposal 8. Date of Next Meeting 	
Agenda Points	Discussion
<p>Introduction</p>	<ul style="list-style-type: none"> • Meeting was chaired by Mr.Raindi, and was commenced with the round of introduction.
<p>1. General Development</p>	<ul style="list-style-type: none"> • Dr. Amir informed that the practice has grown into a training practice, which will train health practitioners in in GP practice. Dr. Amir as a qualified trainer will be training doctors and graduates from medical schools to work in the GP practice. • The senior partner Dr. SA Zafar and Dr.Verma have retired and work part-time. • The trainee GPs will receive training at the practice for one year. • Mr. Mathru inquired if the trainee GPs are qualified and experienced to check patient at the practice. • Dr. Arif explained that the trainee GP are not doctors in training but qualified doctors who have either freshly graduated from medical school or have hospital background. • Dr. Amir added that the trainee GPs are being observed by himself as a trainer, who gives special advice and guidance

	<p>sessions to the trainees after their clinics.</p> <ul style="list-style-type: none"> • Introducing Dr. Suborna Ahmed, Dr.Amir informed that she very qualified and experienced as she has years of experience working in the hospitals. Presently, she is just a step away from her exam, after which she will qualify to practise as a full-fledged GP. • About the benefits of having trainee GPs, Dr.Amir suggested besides allowing more appointments, it works for keeping a quality and standard of service, because when we are training others we work to exhibit certain standard at our end as well. • Dr.Arif added that fresh graduates bring their fresh knowledge which has an enriching impact on the system. • Other developments besides having trainee GPs, and increased number of appointments, Charles Road Surgery has increased the number of reception staff. Moreover, 4 of the receptionists are qualified Health Care Assistants. The HCAs are trained to take blood test, review diabetes, monitor blood pressure, and advice on smoking cessation. Above all, the surgery has the best practice nurse sister Linda Barnes, who has years of working in the community. • Mr. Sultan Khan suggested that the practice should also have male HCAs as due to cultural and religious barriers some men are not comfortable discussing their health issues with women. • Dr. Amir suggested that the male patients are welcome to discuss their issues with Dr.Amir or Dr.Arif in the clinics. The practice has grown and developed with the demand of time, however, there is a limit in terms of how the staff is employed and capacity is increased. • There are 3 telephone lines to get connected with the surgery, which has made it easier for the patients to getting through for booking appointments in the peak hours. • There is new computerized system EMIS Web to book appointments, and store and update records. • Mr. AB Mirza believed that the patients should be grateful for getting quality service for free instead of condemning or abusing the system. • Dr.Arif suggested that patients should be using the service responsibly and should not be blocking appointments for minor ailments that can be treated by getting some advice at the pharmacy. If patients consider not to overbook for minor ailments then the serious patients with dire needs get the services on time. • The patients who are on Income Support can also refer to the pharmacy for a free range of medicines and services. • To Mr.Raindi question about handing out leaflets to the patients, Dr.Arif responded that he makes a point of handing out leaflets to the patient with the prescription and at the end of clinic.
<p>2. NHS Direct</p>	<ul style="list-style-type: none"> • Dr.Amir informed that NHS Direct line has ceased to function from October 2013, and is being replaced by another helpline 111. The NHS Direct was staffed with

	<p>qualified nurses who could advise on treatment. However, the new helpline is made up of clerical staff who cannot give any medical advice apart from redirecting the customer to available services around the area.</p> <ul style="list-style-type: none"> • The line at the Charles Road Surgery re-directs the patients to the Badgers, where qualified health practitioners give advice on health problems.
3. CCG	<ul style="list-style-type: none"> • Dr.Amir briefed the group on the developments at the CCG. The old governing bodies like PCT have been replaced by the Birmingham and Solihull Cluster. Under the cluster there are 4 CCGs of 40 to 45 practices, Charles Road Surgery is a part of Birmingham South and Central CCG. The practices have been given a set budget to manage the services. The government has cut down £800,000 00 in the health budgets, which has implication on the services offered by the GP practices. • CCG is following the policy of reducing the cost, which means there will be a check on hospital referrals and admissions, and high-cost medicines. • Dr.Amir assured that reducing cost, however, does not mean that quality of care to the patients will be compromised. Patients will still be receiving quality care and will be referred to community healthcare services at Percy Road and Health Harmonie, which offer quality care in reduced cost. The range of services includes gynaecology, dermatology, respiratory, ophthalmology, and ultrasounds and X-rays. These services are being run by qualified consultants, and the patients once referred by the GP are promptly called in for advice and further management. • With reduced budget, patients will observe cost-effective brands of medicines replacing their high-cost counterparts. There is no difference in quality or effectiveness of the medicine and is being prescribed after getting professional advice from the pharmacist. • To Mr. Mirza's suggestion of opening surgery from 8 am to 8pm, Dr.Amir explained that with the deficit in the budget we cannot extend working hours. Charles Road Surgery, despite of resource constraints is the only practice which is open on Saturdays.
4. CQC	<ul style="list-style-type: none"> • Dr.Arif oriented the group on Commission for Quality Care. The commission has the authority to inspect the practices to for quality of care and services. The CQC will visit the practice on 48 hours notice. They will interview the health practioners and patients, review the policies, and observe the health and hygiene measures. The CQC has the authority to shut down the practice on observing any lapse in the quality and standard of service. • Dr.Arif proposed if the PPG members could be called in when the CQC is on visit. • Mr.Dad and Mr.Raindi approved the suggestion.
5. Reception Issues	<ul style="list-style-type: none"> • Alyia Mirza informed that repeat prescription requests are processed in 24 hours.

	<ul style="list-style-type: none"> • There is a prescription box posted in the reception to save patient from waiting at the reception for their turn to get to the staff. • Patients seeking advice on administrative issues such as sick-note or registration are supposed to visit the surgery in quiet hours , which are between 12 and 3:00 pm and 4 and 6:00 pm. • Saturdays are only reserved for emergency cases on the day, and appointments cannot be booked for sick-notes or other administrative issues. Saturday appointments are not pre-booked but are open on the day to book patients with emerging medical problem. • Mr.Mirza proposed that if a post or barrier can be placed in the reception allowing patients to move on to the window when called by the reception. This would allow to preserve patient's confidentiality. • The group approved Mr.Mirza's proposal. • Mrs.Sughra Bi suggested if the envisage screen could display patient's name in their language. Dr. Amir thought the suggestion was not practicable as there would be many different languages which will have to be considered. • The reception staff is multi-lingual and can communicate with the patients. The GPs also use microphones to call the patients in.
<p>6. Any other business</p>	<p><i>Death Certificates</i></p> <ul style="list-style-type: none"> • Mr.Sultan Khan raised the issue of death certificate, and burying the bodies which are discharge in sealed covers. Being a member of the mosque committee, he is often pressurized by the community to arrange death certificate from the GP. • Mr.Dad explained that the Muslim community should be educated on procedure of death certificate in this country. GPs cannot do anything about the death certificate on the weekends and especially if they are away in other area. The community should be advised to wait patient till the GP gets back. Mr.Dad shared few incidents of mishandling the situation when the GP was away. • Mr.Dad also informed that the administration at Ghamkol Sharif Centre are trained in doing the necessary procedure for on the hospital discharged bodies. • Dr.Amir explained that as a part of PPG, the members are responsible to educate their community on how system and procedures work. If the patient is dying and has been discharged from the hospital then the family should not take him back to the hospital. If the patient dies in the hospital, GPs cannot issue death certificate. Further, GPs cannot be approached for issuing death certificate for patients who are not registered at the practice and had not been under the GP's care. <p><i>DNAs</i></p> <ul style="list-style-type: none"> • Dr.Arif expressed his concern with the persistent practice of DNA. Despite being reminded of appointment and confirming, patients do not turn up.
<p>7. Survey and</p>	<ul style="list-style-type: none"> • Time of next PPG was decided as March 2014, and about

Date of Next Meeting	February or March 2014, next survey will also be conducted.
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