

DR. R. K. VATISH & DR.R.BODAPATI
KIRPAL MEDICAL PRACTICE
SOHO ROAD HEALTH CENTRE
247-251 SOHO ROAD, HANDSWORTH, BIRMINGHAM B21 9RY

MINUTES OF PATIENT REPRESENTATIVE GROUP MEETING

29th May 2014

Members present	Apologies	Staff members present

Patients were greeted by Practice Manager(BV) on arrival.

Previous Minutes of Meeting held were reviewed with no updates required.

New members welcomed and procedure discussed of meeting and Fire safety Instructions.

NHS CHANGES/UPDATES

Mr Atluri informed members of current NHS updates.

Possible extended opening times of Practice, still under review. Patients will be informed when these changes are implemented.

Named GP for all over 75yr old patients- this will affect patient over 75yr who will be informed of the Doctor who will be responsible for all continuation of medical care.

It was explained that all other patients would not be affected by these changes

PRACTICE CHANGES

The practice will have a new GP joining in September. This will be a female GP and will support current 2 male Partners.

When extended hours are introduced the Opening Hours will be advertised to inform patients of these changes.

REVIEW PRACTICE LEAFLETS

Current practice leaflet needs to be updated with present changes, as the previous one which was approved by the PRG (Patient Representative Group) is no longer fit for purpose. However due to the future changes of a new GP in September it was decided to Print our own version in the short term and after changes review and print a final copy.

All present were asked to read and review Draft copy given and return all comments and opinion to the Manager before Thursday 5th June 2014. After this date a copy will be printed and given to all patients at Reception.

Other Practice leaflets were also reviewed by PRG these included the:-

Complaints & Comments leaflet

How we use your Health Records

Patient Charter

Comments and opinion of the PRG were requested and if any changes were required. PRG members were asked to speak or write to the Manager before 5th June 2014.

TELEPHONE SYSTEM

The telephone system was discussed and the possibility of introducing a Recorded Answer system with a stacking system. Mr Atluri explained that the present telephone system allows for 3 staff to answer all calls in rotation. However, the building has been installed with a system that cannot be upgraded. All Practices within the building would have to agree to a change to the present system.

The Health Centre Manager will be contacted to see if there is any possible alternative.

All Present were thanked for attending and for their participation.

Next Meeting Date September 2014

Meeting Closed

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