

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

24TH JULY 2013 at 2pm

Members present	Apologies	Staff members present
C T	A G	(SA)
G B	G S	(BV)
F m	V S	(RB)
D F		(MJ)
D J		(SK)
M J		
K J		
R S		

Patients were greeted by Practice Manager(BV) on arrival. Apologies received from patients unable to attend were acknowledged.

Dr.Bodapati thanked members for their continuous support and asked them if they experienced any problem or wanted to make any comments, all patients were quite happy with the changes and the care given by Dr. RB, however one of the members who works at pharmacy informed that occasionally she does hear from patients that they have difficulty in getting appointments. Sometimes patients do complaint of not getting through telephone lines, especially in the mornings. It was decided to inform patients to ring for X-Ray and blood results after 10:30am. It was also decided to design a sheet which would be handed to patients when they are given blood forms to explain when to ring for results.

Practice Manager(SA) informed PRG, in the morning until 10:30 there are 3 lines continuously answered on rotation and with regards to appointments we have up to one week advance booking

and appointments are reserved for emergency booking for same day, since advance booking has been changed to one week DNA rate has fallen.

Changes to NHS

The Manager (SA) explained recent changes which are taking place in NHS. Concept of CCG and LCG was explained. They were informed that Kirpal Medical Practice is affiliated to Sandwell and Birmingham Allied LCG. A Brief introduction was given about the working of LCG-all GP meet once a month, where different care pathways are discussed in the best interest of patients. Services are funded by three different bodies- NHS England, Birmingham Council and CCG. GP have to look at the data of A&E attendance and emergency admissions and then have to decide how these can be avoided?

Complaints

All members were informed that in the last 3 months no written complaint has been received.

Members were asked if they knew about NHS111 service for OOH, all members were not aware of the service, though one of the member raised the issue of the people giving advice not always qualified to do so.

One of the member informed she had received Physio appointment for Moseley Hall hospital which is far from her home and was not very happy about that, she was informed by the Manager that the Practice has only control on referrals and all referrals are sent to the same place, after that it is redirected by Physiotherapy Administration Office however we try to look into the matter why that happened?

Practice News

Changes within the Practice over the last 6 months were discussed. 2 Nurse Practitioners have been employed which has improved Access. Practice Nurse Sukvinder Aujla has left, Surinder Kaur is working extra hours until new nurse is employed. Practice has advertised for Practice Nurse.

Members were informed about the introduction of new vaccines for Shingles and Rotavirus for children.

Patient Questionnaire

The 2013/2014 patient questionnaire was discussed and suggestions for Area to discuss and highlight. 2 new areas were agreed and added to the final Version. This was agreed by all present and will be given within surgery over November period for feedback and analysis by the Practice. The final report will be presented to the PRG in January for discussion. The 2 areas added are as follows:

1 PRG group-How to Join

2 OOH , NHS 11 access by public/patients

Future PRG meeting

The group were once more reminded that they can meet amongst themselves to discuss any issues which they may wish to raise. The Practice Manager has informed them that a room can be made available for use. The Group Lead had previously rang the members but they had responded negatively and said that they wished to proceed as usual by meeting 2-3 times year, usually arranged by the Practice Manager. The Group were in agreement with this.

The follow up meeting was decided to be held in 2014, date will be decided near the time.

The meeting was then ended with a final thank you to all who had attended.