

KUMAR MEDICAL CENTRE
59 GRASMERE AVENUE
SLOUGH
BERKSHIRE
SL2 5JE

Minutes of the Patient Participation Group

Date : 2ND July 2016

Venue : The Surgery

Time :11am

Members Present :

Mr M.Mohan Chairman

Mr. R. Jasdhoal

Mrs Savita Mohan

Mr. D.Masters

Mrs Cristina Barella

Mr Shyam Chawla

Mrs. Kulbir Gill (virtual member)

Mr. S.Rao (virtual member)

Representative from the Practice :

Poonam Kumar -PracticeManager

Apologies :

Dr.H.Kumar –GP Partner

Dr.P.Kumar –G.P partner

Miss Natasha Wahie

Mr.D.P.Verma

Mrs. R. Kullar

Last Minutes of the meeting:

The minutes of the last meeting were approved and accepted.

New Member:

The Chairman welcomed the new member Mr. Munawer Hussain into the PPG group and two other practice patients that had come and encouraged them to join the group.

1. Changing Clusters:

PK informed the group that the practice along with 242 Wexham road practice was planning to change their membership with the Central Cluster. At present the practice was providing one day a week OOH hours from 6.30pm to 8.00pm and one /two weekend hours from 9am to 13.00hours from the central cluster at Crosby house. The new cluster that the practices

have discussed to join is the Farnham Road/Britwell Cluster at Farnham Road. PK informed the members that new forms of consultation such as Skype, telephone consultations will be done at our sites for all the patients and face to face consultation will be held at Farnham Road. One of the members talked about parking. PK informed that there was patient parking available at the Farnham Road surgery.

It was open to discussion and the members talked and discussed about their experiences when they visited the central cluster. One patient was turned away when she went as a Walk in patient at the cluster and was not happy. After discussing their experiences they unanimously agreed that the practice can move its membership to Farnham Road cluster.

ACTION :

PK to keep updating the PPG members about the new joining date.

Practice to put up posters to inform practice patients as soon as the date is known and to update the information on the new website.

2. Navigators:

In previous meeting MM and RS had informed members that at the Slough PRG meetings it was discussed that due to shortage of funding pilot-Navigators started at four practices in Slough. They felt it will be helpful if our practice could also start such a service for their patients.

PK informed the group that the practice is in discussion with the Head of operations from the Slough CVS to provide the practice population with Navigators who can help patients and especially carers to be directed to the right services available in Slough.

The group welcomed the idea and agreed that would be helpful for patients.

MR. MM informed the group that he had attended the Slough PRG meeting on 1st July and there it was discussed that the Slough CVS are preparing a information box for Social prescription which will be helpful for Carers.

3. Starting Yoga Classes:

The Head of operations had also informed PK that she could arrange for a Exercise teacher in the practice for the benefits of the patients. They can teach Yoga and gentle exercises. PK wanted the opinion of the group about starting classes. All the members showed their keen interest and agreed it would benefit the patients.

Action : PK to start the procedure for Yoga classes and keep the members informed.

4. DNA :

Every month the practice displays its DNA figures on the notice board. The members felt the DNA rate should be lower as there is a lot of wastage of the doctors and the nurse time. The practice was already sending text messages to the patient in advance for their appointments and the patients had the facility to inform the practice back if they could not attend by texting back.

The group discussed and came to the conclusion that patients needed to be educated about the time being wasted of the clinicians when they don't turn up and their appointment could have been offered to another patient if the practice was informed well in time. Various options were discussed and the group agreed that the practice should start sending out letters to patients who miss **three appointments within 6 months.**

PK : To ensure that the procedure is in place by displaying a poster informing the patients and on the website.

Practice to send letters to patients starting from 1st July 2016 onwards.

Others : Next date of meeting: September-Date to be confirmed.