

KUMAR MEDICAL CENTRE  
59 GRASMERE AVENUE  
SLOUGH  
BERKSHIRE  
SL2 5JE

**Minutes of the Patient Participation Group**

**Date : 15<sup>th</sup> August 2015**

**Venue : The Surgery**

**Time :11am**

**Members Present :**

**Mr M.Mohan                      Chairman**

Mrs. R. Kullar  
Mrs Cristina Barella  
Mr. R. Jasdhoal  
Mr. Shyam Chawla  
Mrs. Gill

**Apologies :**

Mr.S. Rao  
Mr.D.P.Verma  
Mr. D.Masters  
Miss Natasha Wahie

**Practice Representatives :**

Dr.H.Kumar                      Senior Partner  
Poonam Kumar                      Practice Manager

The minutes of the last minute were discussed and approved by the Chairman .

**Open Day Patient Survey results:**

The practice received the results from the patient survey carried out on the Slough Open Day on 14<sup>th</sup> May 2015 from the CCG. All the members had received the results as attachments via e-mail. The group discussed the results of the survey and were very happy with the outcomes of the results.

The practice results were also compared to the CCG average and in all the indicators the practice had done better than the CCG average.

The PPG group was disappointed to learn that only 275 compared to the 23% CCG average were aware of the Kumar Medical Centre PPG group. The practice already has posters displayed around the surgery and there is a dedicated notice board for the PPG notices. A discussion took place to increase the awareness of the group. It was agreed that posters in different languages may help to increase the awareness.

Mr R.J. agreed to do the poster in Punjabi for the practice. The group along with the practice will try to find translators to translate the awareness of the PPG.

It was encouraging to note that 4 new members showed their interest in joining the group. Mr.M.M and Mr. R.J will be contacting the new members and invite them to the next meeting.

## **2. Discussion of the Proposal for using the funds from the Medicines Optimisation Scheme**

PK thanked the group for bringing the PPG meeting forward from September 2015 to decide how the funds available to the practice could be used. PK read the document sent by the governing body explaining the criteria and guidance on the use of funds.

After discussing the different proposals it was agreed that the practice should spend the funds on improving patient access by upgrading the present telephone system with additional features. The different features to improve patient access were discussed and it was agreed that the new system should include the following:

1. Increase the number of telephone lines to the main system to increase overall access. The increase in the number of lines agreed was two.
2. Important messages along with an emergency message can be played while they are waiting for their turn and they will be informed of that they are in a queue.
3. The initial patient outgoing message should be a bit longer.
4. The Auto attender message if possible gives the patients a choice to listen to the practice message in different languages.
5. Increased capacities of speed dial numbers.

If all the above features were a part of the telephone system the group felt that it would definitely help to improve patient access and thus agreed to use the funds to replace the existing telephone system.

PK to write the proposal and sent it to the optimisation team for approval of funds.

### **SELF HELP GROUPS :**

The practice is already running a diabetic self-help group twice a month on a Wednesday. CB and other members suggested that a meet and mingle group should be started by the

PPG members with the help of the practice. Discussion took place about the details of the group. It was agreed that it should take place on the 2<sup>nd</sup> & 4<sup>th</sup> Wednesday of the month from 2pm -4pm. CB agreed to lead the group. Various activities with the help of the members of the group will be planned. RK agreed to get a poster ready to be put up for display in the practice.

A name of the group was agreed- **KMC Health and wellbeing Social group.** The first meeting of the group will take place on 9<sup>th</sup> September 2015. CB and PK will plan the agenda for the first meeting.

All the members were ready to participate in recruiting members for the group.

**Next meeting PPG meeting: Saturday 12<sup>th</sup> December 2015.**