

KUMAR MEDICAL CENTRE
59 GRASMERE AVENUE
SLOUGH
BERKSHIRE
SL2 5JE

Minutes of the Patient Participation Group

Date : Saturday 03/12/2016

Venue : The Surgery

Time :11am

Members Present :

Mr M.Mohan Chairman

Mrs.Cristina Barella

Mr. R. Jasdhoal

Mrs Savita Mohan

Mr.D.P.Verma

Mr. D.Masters

Mrs. R. Kullar

Mr.Shyam Chawla

Mr.Munawer Hussain

Apologies :

Miss Natasha Wahie

Practice Representatives :

Dr.H.Kumar – Principal GP

Poonam Kumar Practice Manager

The minutes of the meetings held on 3rd September 2016 were agreed and approved by the Chairman.

1. CQC VISIT REPORT :

The summary of the CQC visit held on 30th October 2016 was distributed and discussed with the members of the group. The PPG members were very happy with the practice report and felt proud of the ratings. They agreed that the CQC inspection was fair and the practice ratings were well deserved by the practice. Dr.H.Kumar and the practice manager thanked the Chairman and the PPG members for all the help and support that was offered to the

practice during the inspection. The report commended on the working of the group and its involvement with the working of the practice.

The practice had received an overall good in all the indicators of services provided by the practice.

The overall rating for the services provided to the various patient groups was also good with outstanding services provided to people with long term conditions.

Dr.H.Kumar-According to the results of the report, there were no actions to be undertaken by the practice and the practice will continue to work hard to maintain its standard and show good results.

2. Annual Patient Survey Questionnaire :

Discussion took place on the questions that should be included in the annual patient survey 2016-2017.

After agreeing on the questions and its format it was decided that the final version will be e mailed to the members for their final approval.

The survey will be carried out in January 2017 so that the results are collated and actions discussed in the March 2017 meeting.

Members of the group volunteered to come and help the patients to complete the questionnaires. The practice manager thanked the members for their help.

Action : results to be discussed in March 2017 meeting.

3. **Bowel Screening** : The percentage of patients sending their samples back for bowel screening was low as shown by the national figures. The practice wants to increase its uptake and therefore it was discussed with the members to come up with suggestions.

The practice manager explained the group the steps that the practice undertakes when it receives notification that the patient has not returned the sample.

After discussion the group came to the conclusion:

1. Members volunteered to come and educate patients about the importance of the test.
2. Practice to display the national bowel screening contact number for easy access to patients to order the kit.
3. Some members felt that the procedure was unpleasant and that could be the main reason for low intake.

4. Thank you and Christmas Party :

Dr.H.Kumar invited all the members to the annual Practice Christmas Party. The members felt the party should be held on a weekend when everyone can enjoy.

Therefore it was agreed that the Christmas and Thank you party will be held on Sunday 18th December 2016 in the afternoon.

Next date of the Meeting: 11th March 2017.