

Minutes of Crown Street Surgery Patient Group Meeting (PPG) 28th September 2017

Present: Vanessa Zahran (Practice Manager) Dr Naz Pambakian (Managing Partner) Agnes Glowacka (Reception Team Leader) Lena Inger (PPG Chair) Frederick Rees, Steve Colfer, Glynis Robertson, Dillys Jones, Eva Boca, Janet Hobbs, Kenneth Nisbett, Sandy Leckie, Balvir Ghaly, Raffaele Ercole, Anne Gorman Ercole, Suad Salih, Spencer Roberts, Angela Berry, Mary Hyde, Queenie Egun-Iken, Ravinder Dhesi, Julia Blee, Graeme Crawford, Lorna Dodd.

Lena (Chair) welcomed everyone and apologised for absence of Dr Sarah Bull, the Senior Partner at Crown Street Surgery and Josef Landsberg, the Director from IAPT.

Lena explained that she had been Chair of the PPG since it was formed a number of years ago and she felt that it was an appropriate time for another member to take on the Chairperson role. Lena asked that any person who was interested in this role contact herself or Vanessa to discuss this further.

Staff changes at Crown Street –

Vanessa reminded everyone that following the departure of Dr Garg we had appointed a new partner to the practice- Dr Jay Patel who had been in his role since May this year. She also highlighted that she was now the sole manager currently working in the practice working a reduced amount of hours due to her Practice Management course she was currently attending and she would be back to 4 days a week from Spring next year. Vanessa advised the group that this may mean that she is not always available or her responses may be a little delayed.

Vanessa also mentioned that both Dr Sagar and Dr Newth had taken on GP trainees this year and the practice would be hosting more medical students than ever this year.

Dr Pambakian discussion about learners

- Dr Pambakian explained why the practice has decided to host medical students over the years. He emphasized how important is patient participate in teaching process and the positive impact it will have on our future health service. He also explained the appointment system with the students, assuring patients they will always be seen by the senior doctor during an appointment booked with the medical student.

On behalf of all partners Dr Pambakian thanked the patients for their help and understanding and encouraged them to offer their time for the potential home visit or choose to book an appointment with the medical student next time they come to see a GP. He also underlined how important for the surgery is patients' feedback in regards to any suggestions or ideas for medical students in the practice.

Reception – one of the receptionist staff to talked admin and reception work.

- Agnes talked through her and other receptionists work, mainly focused on Duty Receptionist work in cooperation with the Duty Doctor. She also explained important additional duties handled by all reception and admin staff in their everyday work that needs to done on the daily basis.
- With a help from Vanessa they clarified difficulties of morning booking system and assured patients, that despite long waiting time on the phone, all calls are answered as soon as the line becomes available.

The Pod – What is it? Appointments and Duty Doctor Availability

- Vanessa introduced new divided space at the reception area, currently called The Pod. The purpose of this area is to help and signpost patients in regards to various

GP appointments, prescription requests, medication queries, access to community services or health checks which include blood pressure and weight check. She advised that full availability of this area will take place once we have an extra computer and internet access connected. This has been already ordered and we are waiting for the date of installation. She has also explained the rearrangement of the waiting area, which patients found useful and acceptable.

Vanessa also encouraged patients to help her change the name of The Pod, to make it sound more patient friendly and interesting.

- Patients discussed again potential water dispenser in the waiting room. They have agreed that keeping one could potentially make the waiting room messy and dangerous in the event of water puddles on the floor. Installing a water fountain could potentially lead to spread of germs by drinking directly from the sink. Patients agreed the best solution would be to carry own plastic bottle and reception staff would always be happy to top it up.
- Vanessa Zahran explained how important is to add balanced opinions on NHS Choices or Google Reviews. We are all always tempted if something gone wrong to write about it, but we forget that nice things also need to be addressed, as public opinion has a great impact on current NHS service.
- Vanessa and Agnes explained the Duty Doctor system; they confirmed what type of messages can be added on the list and with what kind of emergency on the day duty doctor can help. They also assured patients, that none of them would be sent away without receptionist trying to find the best solution for her or him.
- Vanessa and patients discussed what would be the best way to pass test results to the patients. Most people agreed that text message is the safest and quickest way to pass the information, those who do not use mobile phone the receptionist will need a call to inform them about test results.