

## **PPG Meeting 08/01/2015**

### **Alum Rock Medical Centre**

Present: T Imran (Vice Chair), H Mahmood, A. Hussain, A Parveen, Arsalan (Practice Manager), Dr Mariam (GP)

Apologies: T Iqbal (Chair)

Minutes of the last meeting were reviewed. The three priority areas were discussed, The PPG were pleased to note that single sex toilet facilities for patients were now available, and the increased awareness of rear carpark access has been successful. The PPG felt that rather than continue with the Practice Newsletter, the third priority area should be changed to improved telephone access to surgery, based on Patient Survey report and experience of some PPG members in having to wait more than a few minutes to get through to the surgery telephones. It was agreed that this would be our third priority area.

### **Review of Patient Feedback**

The National GP Patient Survey 2014 results were reviewed. The PPG were very pleased with the results which were overwhelmingly positive. They were particularly pleased to note that receptionists were found to be helpful and all patients were seen on the day they wanted.

The number of responses from the Friends and Family Test in single figures, so we agreed to review this in the next PPG meeting.

The PPG read through all the comments on the NHS Choices website for the practice. There were a few of highly positive comments and some highly critical comments. As the comments on NHS Choices are mostly anonymised and lacking in detail, it is difficult to verify the details. The PPG recommended that a staff member respond to all the individual comments on the website.

### **Action plan**

Priority Area 1: single sex toilets are now implemented – to continue with raising awareness of these amongst patients

Priority Area 2: Increase awareness of car parking facilities, and improve car parking access for disabled patients

Priority Area 3: improved telephone access, by way of increasing number of telephone lines, and promoting use of online appointments so as to lessen burden on telephone lines.

In addition to the priority areas the PPG recommended the following Action points:

4. For Dr Mariam to respond to each comment on NHS Choices individually
5. For the PPG to put together or advise on information/weblinks to be added onto practice website

Next PPG meeting: will be in 4months, date to be finalised