

DR. R. K. VATISH & DR.R.BODAPATI

KIRPAL MEDICAL PRACTICE

SOHO ROAD HEALTH CENTRE

247-251 SOHO ROAD, HANDSWORTH, BIRMINGHAM B21 9RY

MINUTES OF PATIENT REPRESENTATIVE GROUP MEETING

27th February 2014

Members present	Apologies	Staff members present
EF	F M	(SA)
G S	L M	(BV)
F A		(RB)
D F		(MJ)
D J		
M J		
A G		

Patients were greeted by Practice Manager(BV) on arrival. Apologies received from patients unable to attend were acknowledged.

Previous Minutes Discussed no issues to report back.

Patient Survey 2013-2014 Results

Copies of the results of the patient survey were handed out for all to read and review. Most of the results were positive and no concerns raised. Patient who had written comments on the Questionnaire were reviewed by the the PRG , both positive and negative responses were discussed.

Patients access to appointments and telephone access are all in the 90% area and above.

57% of patient still seem unaware of the role of NHS111 Emergency Service. This question was one of the items suggested by the PRG and after reviewing they were informed that this is on our answerphone message when patient ring into surgery when we are closed. It is also on our patient Notice board and advertised in the waiting room. A member of the group suggested we also add it to text messages when contacting patients in the future.

The other question suggested by the PRG Group at our last meeting was were patient aware of the procedure to contact a Doctor out of hours. This response was 58%. However when patients ring the Practice they will be informed of the procedure automatically.

The Group responded well to the overall positive response with the results of the Survey.

Changes to NHS

Patient were concerned about the recent press regarding Summary Care Record extraction. They were confused and were mostly unaware of the changes, and what they mean. The Practice Manager explained in great details the implication of all of the different procedures and will keep the PRG informed of further changes..

Dr Bodapati also added his concerns to data extraction and the confusion and security of this data being used.

Future of the Practice

The practice manager informed the PRG about the future changes within the Practice. A **Female GP will be joining the Practice in September**. This will allow further access by patients and female patient a choice. As well as contributing to the Practice future development. This was approved and supported.

The practice has been opening on Saturday morning as a pilot. This will continue until March 2014. It has been a great success with young children and workers. The Practice will review finding after this date and feedback to the PRG at our next meeting.

Moving forward into next year our Practice has joined with local practices to bid for **Prime Minister Challenge Fund. Which is Funding from the Government to continue access by opening 8am-8pm and opening at weekends**. This has been promoted by the Government to help reduce the demand on A/E Departments. The Practices have produced a Business plan which is currently being reviewed by Government. If we succeed this will be implemented during 2014-2015 and all changes will be in agreement with other Practices and the PRG kept informed of these.

Other Business

The PRG had raised the issue of not all patients having access to computers or even knowing how to use one. This was appreciated by the all present and they commented that we must

remember this when moving forward with any NHS Government changes. One of the group would like updates on appointments etc via his smart phone, it was agreed that these may be possible in the future, but not at present as this technology is not available to us at present.

Patient confidentiality and access to Medical records was discussed. A member wanted to know if this could be restricted to staff. It was explained by Dr R Bodapati that as staff have many different roles within the Practice this would be difficult. It was explained that all staff are aware of patient confidentiality and no confidential information would be disclosed without consent of the patient.

The PRG were informed of the ongoing discussions with the IT Dept around repair and usage of the Information Screen in the waiting room. As funding has all been withdrawn with regard to this the Practice must decide how best to use system. A new software is being promoted by the IT Dept this has newer and better facilities for patient information and the Practice is keen to adopt this as it will enable us to keep patient informed of changes and information daily. The PRG will be kept informed when this information is made available to the Practice

ACTION PLAN for 2014

After discussion and agreement with the PRG the Practice will work toward the following four agreed areas over the next year:-

- Promote patient understanding of NHS 111 through advertising, Notice Board, Leaflet, Website and Patient Information Screen
- Improving future access to Clinician – New Female GP
- Access via longer opening times-late evening and weekends
- Promote further involvement of PRG by advertisement and personal invitation

The PRG supported these developments and approved the Action Plan for 2014.

The Practice Manager thanked the PRG and asked if there were any further issues they wished to discuss . After agreeing no other issues were outstanding the Practice Manager closed the Meeting.

Next Date of Meeting to be decided

