

# **DR. R. K. VATISH**

**KIRPAL MEDICAL PRACTICE  
SOHO ROAD HEALTH CENTRE  
247-251 SOHO ROAD  
HANDSWORTH  
BIRMINGHAM B21 9RY**

## **MINUTES OF PATIENT REPRESENTATIVE GROUP MEETING FEBRUARY 12<sup>TH</sup> 2013**

Patients were greeted by the Practice Manager on arrival. Due to adverse weather condition and the recent heavy snow fall, a small turn out had been anticipated. Of the 45 invitations sent by post to the Group 8 patients attended this meeting.

We had also advertised the meeting on our Notice Board in the waiting room.

### **New Staff**

Dr Vatish introduced Dr Rajasekhar Bodapati our new Partner to the patients. Dr Bodapati will now be working with Dr Vatish in our Practice.

Mrs B Vatish will be reducing her workload and a new Practice Manager has been appointed. Mr Suresh Atluri has taken over her role as Business Manager. He has a wide experience in General Practice and has come with great enthusiasm for the future of General Practice and all the expectations which lie ahead.

Dr Bodapati gave a brief introduction informing the group of his previous experience of 5 years in General Practice in Walsall. He thanked Dr Vatish for this opportunity to work in Handsworth and is looking forward to steering the Practice forward and meeting the challenges within the NHS.

### **Minutes of Previous Meeting**

Mrs B Vatish reviewed the previous Minutes from 6/9/2012.

The Car Park continues to be an issue of discussion. Due to the current PCT finishing in April 2013, it was decided to leave this on the Agenda, and to raise this issue next spring when the Commissioning Groups are in situ and the Patient Advice and Liason Service can assist the Group in seeking a solution to this problem.

The Practice has increased access by opening the Practice to 1pm and re opening at 3.30pm.

The Public Toilet in the Reception being used by the general public, and the standard of these toilets were reported back to the Centre Reception by Mrs B Vatish. A sign is on the doors informing people not to use these toilets unless they are patients on the premises. But it is a very difficult task for the security to monitor.

### **Patient Survey Result and Action Plan**

The Patient Survey Questionnaire was handed out to patients in December 2012- January 2013. Approx 245 responses were handed back. These responses were then analysed, recorded and presented to the PRG group for review and results discussed.

Overhaul the results were positive and showed continual improvement in our services in the areas which were targeted by the Practice from last year Survey.

Waiting times in the Practice for a Doctor has improved from 41% who said it was a concern to 19% for this year

Patients who had previously responded saying that they did not know to contact an Out of hours Doctor, previous response was 36%, this year's results were down to 27%.

The PRG were pleased to confirm these results and this supported their opinion of the service that they receive from the Practice.

A discussion proceeded on the areas in which the Practice could work toward further improvement in the coming year and an Action Plan was agreed with PRG support.

**Increased Access** via an additional Doctor who would work alongside Dr Bodapati to support patient access to appointments.

**New Services within the Practice**- implementation of ECG screening and Travel Vaccination Clinic, purchasing Vaccines within the Practice for patient convenience of patients travelling abroad.

**Information and Advice** for patients who need to access facilities when the Practice is closed. Via Leaflets, Notice Board, Website, Practice Leaflet.

### **Future PRG Meeting**

The process for increasing the present group membership and attendance was raised by the group. Different times and dates could be implemented. Improving the group's ethnicity variation had been attempted by the Practice Manager who had approached patients and personally invited them to meetings. However so far this had not been successful. It was suggested having the same date and time on each occasion. The last Thursday of the month at 2 pm was agreed by the group. The next meeting date suggested was the 27<sup>TH</sup> June 2013, this was supported and agreed.

### **Close**

The Patients thanked Dr Vatish for the care they had received over the years and wished him well on his semi-retirement.