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harness gp




PPG Meeting AGENDA & minutes

Date: 21/10/2014

Start Time: 1:30pm

End Time: 3:30pm

Location: 21 Wembley Park Drive Medical Centre

Time	Item No.	Discussions	Presenter	Information Papers
		Patient Survey Results + Action Plan		 IPQ_-_Wembley_Park_Drive_Medical_Cen
		Appointments		
		STARRS Team & Role		
		Harness Meeting Feedback on 16 th October 2014		

Minutes

PRESENT

Dr Ross
 Dr Patel (MINUTE TAKER)
 Arti
 Mr Hoffman
 Mr Landau
 Mrs Singh
 Ms Temkin
 Mr Litchenson

APPOLOGIES

Nhipa – Asst Manager
 Ajeet Patel – Patient Rep
 Hemaxi Patel – Patient Rep
 Mrs Badiani – Patient Rep
 Mrs McMahan – Patient Rep
 Mr Mendal – Patient Rep

<i>Discussion</i>	<i>Actions</i>	<i>Date reviewed</i>
Survey Results	<p>The group were all sent practice survey result prior to the meeting, extra copies were made available at the meeting for new members.</p> <p>Main points brought up in meeting:</p> <ol style="list-style-type: none"> 1) Waiting times for consultations when doctor is running late – from survey comments 2) No dedicated receptionist in No 19 building- from survey comments 3) Due to change of staff, unfamiliarity with team- from practice suggestion comment box <p>1) Waiting times - the group we appreciative that doctors can have limited time for patients and if they are running late it is because they are giving the patients before them extra time. All felt that they would rather wait then be asked to leave after 10min consultation, as a group we looked at possible ACTIONS that we can work on so that the waiting time is not so painful .</p> <ul style="list-style-type: none"> • Reception staff to inform patients at check in if the clinical team is running late • The patient Check in system to show a “delay time/running late time” on the screen • Clinical to come out if possible to let patients know that they are running late • Reception staff can also make an announcement when they can see various staff running late 	

	<p>2) In the survey there were many free text comments about HAVING A TRAINED RECEPTIONIST @ No.19 we explained to the group that the current member of staff at no.19 is the administrator carrying out scanning work, who has been situated there due to lack of space and as a security measure to ensure the reception area has a member of staff present . This was done to free up a receptionist to be dedicated to the phone lines following concerns from the PPG that there were delays in answering telephone calls. The increase in staff numbers answering calls has worked well and has resulted in reduced in patients complaints.</p> <p>ACTIONS</p> <ul style="list-style-type: none"> • We will train administrator to carry out reception tasks so that she can help those patient that present to her at the front desk – Arti will arrange a training programme <p>3) We also the discussed patient suggestion via the comments box for the practice to have a PRACTICE STAFF BOARD*. The PPG decided this was a great idea so that patients will know who the team is and requested the following information</p> <p>ACTIONS</p> <ul style="list-style-type: none"> • Name • Photograph • Specialist interests • Drs/Nurse/HCA/Admin Team/Reception Team 	
APPOINTMENTS	<p>Patients wanted to know the ratio of Appt we have on a daily basis- informed we have 40% we can book ahead and we have 60% book on the day.</p> <p>Also informed the group the HUB and how it works alongside our practice when we run out of capacity and we can offer patients booked appointments there. We discussed having some posters regarding the HUB- ARTI to action</p> <p>Also informed the group of the duty doctor system that we use in the practice to ensure we have a doctor to respond to urgent queries and urgent unwell patients and the role of the nurse practitioner. The group suggested we have a list at reception on what the nurse practitioner can do, Arti informed that we already have this in the waiting room</p>	
STARRS TEAM	<p>Team were interested to know more about the STARRS team and their role in general practice and how they work with the team, Dr Ross explained and gave the group a hand out of the STARRS team.</p>	
Meeting HARNESS	<p>Ms Temkin informed the group of the meeting she attend on the 16th October 2014 and gave feedback on transforming primary in the future</p>	