

Brooke Road Surgery

Patient Participation Group Meeting

Date: 10th September 2019
Time: 13:30 - 15:00
Location: Brooke Road Surgery (Reception Area)

Present Staff: D Gupta, M Mensah, S Ashiq, L Mirionate Kiran Kaur
Patients: Mr George Mcgee, C Zurnaci, S Saeed, S M Tiwari

Apologies: Dr Prasad, Dr Ramanathan
Minutes by: Shaban Ashiq

Documents Distributed:
Meeting agenda
Minutes of last PPG meeting

1) Introduction of all present:

The meeting was opened with brief introductions from everyone present

2) Minutes of last PPG Meeting:

All present were provided with an update on the last meeting's minutes and reviewed.

Overview everything discussed and proposed for last meeting, what has been done, and what has been looked into. No issues were raised.

3) Discussion began with practice manager DG mentioning the upcoming demand of new registration due to Abney House surgery is closing down. Deepak explained the difficulty of accommodating more patients without capacity. And the number of patients has increased drastically from last year which is more than 35%. Practices are sending removal request letters to the patients who are living outside of catchment area as advised by CCG. Most of the patients are not willing to move and not very happy with this decision. Expansion talks for the surgery -waiting for CCG's decision. DG informed that practice is in discussion to recruit Dr Mehta who could start working along with the team every Friday for extra support.

4) DG informed the group about the improvements done in the surgery. Extra lightings and equipment fitted in CON 3 for the use of Dr Mehta once he starts.

Mr Tiwari raised an issue about the Practice main door, inquired whether the Practice can change to automated door; DG explained as CCG is not currently supporting any expansion in the surgery. We want automated security doors to be fitted for the patient convenience once more funds are available. We have overspent the budget to-date. The current year funding may not even be enough to cover the overspend. As soon as we will have additional funds available, other accessibility issues can be addressed.

5) CQC review

Telephone review was done with DG and Dr NSR on 30th July 2019 ; outcome was satisfactory with no change in report status. Now there will be annual telephone review.

6) Complaints Review:

DG informed everyone that there have been 2 verbal complaints made by patients within the last 6 months both of which have been looked into. DG explained the details and outcome that was mainly due to restrictions on over the counter prescribing that we need to follow as per local CCG guidelines.

7) Flu Clinics

Flu campaign will start in September and clinic will commence on 16th September, BC and MM is holding two different flu clinics in every week. Shingles and pneumonia vaccinations will be administered accordingly for the eligible patients.

8) Survey

The Practice has so far received good ratings however, it would be better if comments were also included and needs to think about how to encourage patients to do this. Mrs Zunarci mentioned that she was very happy with the staff and service provided by Brooke Road Surgery throughout her time as a patient here and hopes there will be no drastic changes in the near future amid concern about increasing list size that is putting pressure on the services.

9) Staff recruitments

As the number of patients is increasing, Deepak is looking in to recruiting one more part time Nurse to meet the needs and Dr Mehta is hopefully joining the team soon working Fridays as a part time to increase the capacity. Laura was previously working part-time hours, but as the number of patients is rising, and more services are needed, she will be now working full time to support reception team.

10) AOB

DG reminded the member to keep informed by viewing monthly newsletters published by CCG . Other useful sites include My Health London, NHS patient alliance and community voice, My PPG and NAPP.

Next meeting will be held in 2nd March 2020.