**PPG 11/10/2018**

**Attendance**

**Dr Amir Zafar**

**Dr Arif Zafar**

**Dr Sangita Sarkar**

**Dr S AZafar**

**Dr S K Verma**

**Ms Noorin Akhtar**

Mr Steven Raindi

Mrs Sughra Bibi

Mr Moulana Aziz

Mr Shafiq Zaman

Mr Kehar Matharu

Mr Constantine Deans

Ms Ina Pryce

Mr Humayun Choudhury

Mrs Nasim Kiani

Mr Asim Maqsood

Miss Cynthia White

Mr Taj Gul

**Apologies**

**Mr Asghar Mirza**

**Mrs Faiza Harhara**

**Mr Sheraz Younas**

**Introduction & house Keeping**

Everyone introduced themselves around the table and Dr Amir went through housekeeping.

**Previous Meeting Min**

Approved

**CCG Development**

**Dr Amir led:**

Dr Amir advised the PPG of changes that had happened at CCG level. He advised that the Practice was part of Birmingham South CCG but that he inow merged to form one pan-Birmingham CCG called Birmingham and Solihull Clinical Commissioning Group.

Dr Amir advised the PPG that he disagreed in principle with the change. He advised the PPG that it would result in the Practice having less influence on the CCG than in the previous BSC CCG. However the changes were being dictated from NHS England. Dr Amir advised that it would take time to see how the changes would feed through to individual services but that no immediate changes were forseen.

**My Health Care Federation**

Dr Amir explained Charles Road Surgery is part of my MyHealth Care Federation.

He advised the PPG of what a Federation is – namely a commission organisation aimed at increasing and improving community led services for patients.

He advised the PPG that as a member Practice Charles Road Surgery was a shareholder of the Federation.

Dr Amir explained that the Practice had benefitted from being part of the Federation at a number of different levels.

Access

The Practice is part of the Federation hub for extended access clinics at Fernley Medical Centre and Fernbank Medical Centres. This extended access at evenings and weekends is for both GP and Nurse appointments. In addition virtual GP appointments are available via the Practice App and via the reception staff. These are available on a daily basis.

In addition to these services virtual pharmacist appointments can also be arranged. These appointments provided by the Federation allow patients to have pharmacy and medical queries dealt with quickly. These appointments are available via the mobile app or through practice reception staff .

Prescribing Ordering Department (POD)

Dr Amir explained that Charles Road Surgery has joined the POD service as a pilot Practice. The aim of the POD service was to centralise repeat prescription ordering in order to make things easier for patients and to ease pressures on the reception staff.

The process is for patients ring the POD instead of the surgery, POD pharmacist take the order send it via tasks to our GP’s who either print the prescription or EPS to the pharmacy.  There have been some learning points where nips and tucks had to be made to the service from the Federation side.

In general there has been positive feedback from patients.

The PPG fed back support for the service.

**GP survey results**

Dr Amir presented MORI survey, internal Practice Survey and Friend and Family test results

The Summary of the analysis is as follows:

**Charles Road Surgery Surveys**

**Summary for PPG October 2018**

**NHS England GP Survey 2018**

418 Surveys sent out

58 Surveys returned

14% completion rate

Where patient experience is best 

72% of respondents were offered a choice of appointment when they last tried to make a general practice appointment Local (CCG) average: 58%National average: 62%

56% of respondents usually get to see or speak to their preferred GP when they would like to Local (CCG) average: 46%National average: 50%

77% of respondents were satisfied with the type of appointment they were offered Local (CCG) average: 70%National average: 74%

Where patient experience could improve 

87% of respondents had confidence and trust in the healthcare professional they saw or spoke to during their last general practice appointment Local (CCG) average: 95%National average: 96%

53% of respondents find it easy to get through to this GP practice by phone

Local (CCG) average: 60%National average: 70%

72% of respondents say they have had enough support from local services or organisations in the last 12 months to help manage their long-term condition(s) Local (CCG) average: 78%National average: 79%

**Friends and Family October 2017-2018**

116 Responses

94% likely to recommend

1% unlikely to recommend

3% neither likely unlikely

**In-House Patient Survey March 2018 to October 2018**

107 Responses

Clinician/Nurse Care and Attention

Listening/Paying attention: 81% Good or excellent

Explanation 90%: Good or excellent

See again: 93%

Reception

Helpful/very helpful 90%

Telephone: Ease of getting Through

Difficult 14%

Average 45%

Easy/Very easy 41%

Appointment Availability

Urgent: 80% Good or excellent

Routine: 82% Good or excellent

Nurse 91%

Opening Times

Satisfactory 21%

Good or excellent 77%

Overall rating

99% rate as good or excellent

*Dr Amir Zafar October 2018*

As agreed the MORI results do not appear to fully reflect the satisfaction levels at the Practice. This is likely to be the result of such few surveys being returned

Dr Amir advised that the in-house survey and the Friends and Family test were more reflective of patient experience.

Neverthless Dr. Amir recognised that it was important to understand that access remained the main issue – and that Federation initiatives, increasing investment in reception staff and locum staff are all aimed at dealing with the issues in this area.

It was agreed that we need to improve customer service i.e. reception staff greeting with Good morning or Good afternoon. There should be no eating at reception. The results have shown that over the year there has been significant improvement in our surveys.

These points were agreed by the group.

**Over the Counter Medication (OTC)**

Dr Amir advised the PPG of the new CCG policy for OTC medications. He advised that the CCG had advised that where medications are available OTC, GPs are encouraged not to prescribe. The aim of the advice is to save the NHS money. Dr Amir explained how this was likely to be the case.

In general the PPG agreed with the principles but all agreed that it may cause some problems with patients entitled to free treatment.

**Training**

Dr Amir advised the PPG again Charles Road is a teaching and training practice. Patients are already used to seeing GP trainees. The Practice will now also be taking on Aston University Medical Students. All training is under the supervision of Dr Amir, Dr Arif and Dr Sangita who are all trainers.

The Practice also takes on apprentices in administration roles and have been successful in recruiting and training apprentices.

The Practice is also committed to training staff.

**Practice Development**

As everyone knows our practice Nurse Linda has been working at the practice for over 30. Linda will be leaving in 2 weeks’ time and will be moving with her family to Norwich. Linda’s last day is on 23.10.2018. Everyone everyone is welcome to come and say their good byes.

The Practice formally thanked Linda for all her years of commitment to the Practice.

Nurse Samya has commenced her employment at the surgery to take over from Nurse Linda

**Next Meeting**

The next meeting will take place in April 2019.