

## Ruston Street Clinic

### Patient Participation Group Meeting Minutes

**Date 17.04.2019**

Present: AS / SB / UO / MA /SA/ JS / VS

|   | Item  | Action (initials), timescale/<br>Feedback   |
|---|---|---|
| 1 | <b>Introduction -</b>   |   |
|   | Introduction was made by everyone.<br>1 female<br>4 male<br>3 were Bengali patient<br>2 caucasian   |   |
|   | Purpose of the meeting  |   |
|   | <ul style="list-style-type: none"> <li>❖ Having close relationship with patients</li> <li>❖ Having opportunity to hear problems experienced by patients when accessing the surgery</li> <li>❖ Improving patients access</li> </ul>  |   |
| 2 | Input from the Participates   |   |
|   | <ul style="list-style-type: none"> <li>❖ No major issues with the surgery</li> <li>❖ More appointment slots needed was request from patients</li> <li>❖ More updated materials on practice website with self care information for patients</li> <li>❖ Having Patients well person clinic for older persons.</li> <li>❖ Thanked for service provision and care received so far at the clinic</li> </ul>  |   |
| 3 | Input from AS ( Partner)  |   |
|   | <ul style="list-style-type: none"> <li>❖ AS explained appointments are calculated according to surgery size list. It is NHS Standard requirement. We are currently offering in accordance to the expected numbers.</li> <li>❖ The surgery only has problem with appointments when one doctor is on leave and we try to get locum but it is difficult sometimes. There is a general GP recruitment crisis and difficult to get salaried GPs. Practice will be advertising again soon for Dr Farrow who is leaving.</li> <li>❖ AS informed participates that the surgery website is being updated at the moment. All facilities available for patients should be on there, including</li> </ul> | <ul style="list-style-type: none"> <li>- Practice website update</li> <li>- Online registration to soon become available via website</li> <li>- Community events link on website</li> <li>- Local groups hosting at practice</li> <li>- On demand health checks would be considered at RSC</li> </ul> |

|    |  |                                |
|----|--|--------------------------------|
|    | <p>emergency advise and using other professional resources.</p> <ul style="list-style-type: none"> <li>❖ AS also spoke on the suggestion of a well person clinic, that the Surgery pod is an invaluable tool which links patient BP and weight data to EMIS, and encourages patients to use regularly</li> <li>❖ . The surgery cannot afford to run a formal screening test out of the formal NHS 40 health check but if individuals requesting for specific bloods will not necessarily be declined providing a discussion is had with the GP about the relevance.</li> <li>❖ AS has encouraged community groups to consider using practice space for educational events for local patient population.</li> </ul> |                                |
| 4  | <b>Complaints procedure</b>  |                                |
|    | <p>AS explained that it depends on what kind of complaints.</p> <ul style="list-style-type: none"> <li>• If it is informal complaint, to Speak to the Practice Manager UO.</li> <li>• A formal complaint – A letter needs to be sent to the surgery. It will be acknowledge and response time will be indicated.</li> <li>• Complaints procedure will be uploaded on line.</li> </ul>  | - Upload complaints procedure. |
| 5  | <b>AOB - None</b>  |                                |
|    |  |                                |
| 10 | <b>Date of next meeting</b>  |                                |
|    | <b>To be confirmed</b>   |                                |

