

# PPG Meeting- Manor Park Medical Centre

*28<sup>th</sup> February 2023*

*18.30-19.30pm*

<b>Chair</b>	Dalbinder Khatkar
<b>Co-chair</b>	Sukhjot Dhaliwal (not present)
<b>PPG members</b>	NH/Nazia Hussain, AM/Anisa MughalKhan, SD/Sukhjot Dhaliwal, NA/Noreen Aslam, RK/Ragbinder Kalsi, TJ/Tajinder Jagdev, DK/Dalbinder Khatkar, MA/Mohin Aslam
<b>Apologies</b>	SD, AM, MA, TJ, RK
<b>MPMC staff and Patient Services Officer / Complaints Officer</b>	Dr Kesar Sadhra, Samreen Aslam Raja Preeti Dhanoa
<b>Abbreviations</b>	KS/Kesar Sadhra, SA/ Samreen Aslam Raja, PD/ Preeti Dhanoa

Discussion/ Action Plan	Action Lead / Date
<p>DK chaired the session and went through last meeting's notes and actions.</p> <p><b>Minutes review of October's PPG meeting</b></p> <p>SA discussed the minutes from October meeting. Members were pleased to hear about the weekly training for reception staff and reduced waiting time for calls for patients. Members were encouraged to try E-consultation forms and give their feedback in next meeting.</p> <p><b>Complaints Data</b></p> <p>PD briefed members about 3 complaints received and dealt by practice in last quarter (Sep-Dec). All of them were resolved and none of the patients have come back to take their complaints further after receiving response from Practice. Members were pleased to hear that number of complaints had fallen from 10 to 3 during last quarter.</p>	<p><b>PD to share complaint audit report with PPG members</b></p>

### **Diabetic Education Sessions/Educational videos**

KS joined the meeting and briefed the members about current MPMC Diabetic Education Sessions held by him every Saturday mornings in practice where group of patients are invited to take part in this programme. Practice has received very positive feedback for these sessions and soon, it will be available on practice web site.

KS also shared with members his recorded information video on Bowl Screening which is available on You-tube and will be available on practice web site soon.

### **Child Immunisation Pilot**

SA and KS explained to members how practices in Slough have noticed marginal decrease in numbers of children receiving immunisation. With this scheme in place, clinical staff will be visiting families at home to administer injections combined with providing care and health reviews for house bound and elderly patients in the same household.

### **MPMC Patient charter and Values**

A copy of MPMC charter and values was furnished at the meeting. PPG members were happy, and it was agreed to add these to our practice website.

### **Feedback and Suggestions**

AM sent her feedback and suggestions which were discussed in meeting. She praised the new website but raised concern that option for booking on-line appointment is not available as mentioned on website. Members were informed that e-consult forms are the best way going forward and patients will be contacted within 48 hours to receive a response to their medical or admin issue raised.

SA and PD shared their ideas with members about allocating a separate information board in Reception area for PPG. Information leaflets regarding PPG involvement in practice and about our members will be displayed there. DK will have access to this board and can display information for patients if he thinks, will benefit them.

<p>PPG members were very pleased with the meeting schedule and structure. Members discussed the element of joint working within surgery and to help promoting health provision.</p> <p><b>Aob/ Future dates</b></p> <p>DK proposed dates to meet in June either w/c 5<sup>th</sup> or w/c 26, to be confirmed by end of May.</p>	<p><b>PD to arrange next meeting and inform members</b></p>
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