

# PPG Meeting- Manor Park Medical Centre

*19<sup>th</sup> June 2023*

*18.30-19.30pm*

<b>Chair</b>	Dalbinder Khatkar/DK
<b>Co-chair</b>	Sukhjit Dhaliwal/SD
<b>PPG members</b>	NH/Nazia Hussain, AM/Anisa Mughal-Khan, RK/Ragbinder Kalsi, TJ/Tajinder Jagdev, MA/Mohin Aslam
<b>Apologies</b>	SD, TJ, RK, NH
<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 welcomed members. It was agreed that members can e-mail PD any ideas/concerns, beforehand to be added in the agenda that they want to discuss in the meeting.</p> <p><b>Complaints Audit and Learning events</b></p> <p>PD briefed members about 7 complaints received and dealt by practice in last quarter (Dec-Mar). 6/7 were resolved and none of the patients have come back to take their complaints further after receiving response from Practice. One complaint was closed after 90 days of waiting to hear from Patient's family. Members praised the efforts of practice to keep the number of complaints down.</p> <p><b>Friends and Family Test</b></p> <p>SA/KS shared with members the Friends and Family Test information. It helps practice to gather valuable feedback from patients regarding their experience during their appointments. This test is available on-line on practice web site and in paper format at practice. SA informed the members that practice will be placing an I-Pad in Reception area where patients can add their feedback after their appointments. Feedback from patients helps in improving quality of care and service in the practice.</p>	<p><b>PD provided copy of complaint audit report to members</b></p> <p><b>On going</b></p>

<p><b>MPMC/Growing Slough healthy session</b></p> <p>SA and KS briefed members about the new programmes introduced for patients at MPMC. Health visitors come to meet pregnant women and new mums every other Friday. It's a group session where Health visitors provide information about the help and support available for pregnant women and new mums in Slough. They answer their questions and advise them to support their care.</p> <p><b>No 22 Counselling</b></p> <p>An initiative has been taken by third party organisation to run this 10-weekly programme for young children aged between 14 to 16. We have room available for the psychologist every Friday afternoon, where she holds her sessions. Appointments are booked by this organisation and each child is allocated 10 sessions to get the therapy they need.</p> <p><b>Patient Access CAIP (Capacity Assessment Impact Plan)</b></p> <p>SA briefed the members about CAIP which will allow practices in Slough to book 'face-2-face on the day' appointments for children in Extended Hour session at Crosby House Surgery. Members welcomed the plan.</p> <p><b>Feedback and Suggestions</b></p> <p>MA suggested that patients need to be made aware of practice web site and how it can help them to access best quality service and support. Patients need to be encouraged to use E-consultation more to reduce waiting times over the phone. SA/KS agreed to discuss it in practice meeting and explore ways to inform patients regarding web site facility.</p> <p>PPG members were very pleased with the meeting schedule and structure. They praised the efforts of practice team who are working hard to provide best support and care to their patients.</p> <p><b>Aob/ Future dates</b></p> <p>DK proposed to meet in October for next meeting. Date to be confirmed by end of September.</p>	<p><b>On going</b></p> <p><b>On going</b></p> <p><b>On going</b></p> <p><b>KS/SA/PD to share the feedback in next practice meeting</b></p> <p><b>PD to arrange the meeting and inform members by end of September</b></p>
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