

**Duncan Street Primary Care Centre**

Blakenhall, Wolverhampton, WV2 3AN

Tel: 01902 459076

GP Code: M92012

Dr S. Agarwal, Dr S. Aggarwal, Dr S. Nazir,

Dr B Sangha, Dr R Farmah, Dr M. Kalhan

Practice Manager: Denise Vaughan

**Patient Participation Group – Committee Members and Chair Minutes**

**Date: Wednesday 29th November 2023**

**Times: 16:00 – 17:30pm**

**Venue: DSPCC - Board Room**

**Attendees; Apologies;**

**V C M H**

**M R David C**

**C R**

**J C**

**J S**

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| **Item** | **Lead** |
| **Welcome** | PPG CHAIR |
| **GP Partner Drop in**  Unfortunately, Dr Agarwal was unable to attend the meeting due to GP sickness and clinics moved to accommodate.  It was discussed by the PPG Members that they feel they would like a Clinician who can represent on Dr Agarwal’s behalf as this is something that will be beneficial.  Practice Manager will arrange a Clinician at the next meeting for representation. | PM |
| **Ideas on how we are we going to work together and what are we focusing on to improve the practice / services**  The Chair discussed his experience of the Diabetic Education Programme and from the 10 patients that attended felt that they took something away from it and felt the re-engaging with the patients was beneficial and could learn a lot from these sessions.  Practice Manager confirmed there are more of these sessions running at the Gurudwara opposite the Practice in March and April that the PCN are organising. There will be a Diabetic Specialist, Health Coach and Dietician attending from the PCN (Primary Care Network)  More details will follow at the next meeting when I know more.  It would be a good idea if the PPG Members would like to volunteer at these events. The Chair to have input and ideas on what the members can become involved in going forwards. | ALL / PM |
| **Practice Updates**  **Late for appointments**– If patients are more than 10 minutes late for their appointment they won’t be seen. (Will have have to rebook) There have been multiple late patients which has a knock-on effect on the Clinics – (Reception staff use initiative on a case by case individual basis)    **Travel Vaccines** – Starting back up on late evenings and offering appointment’s only. (Clinicians are not offering Travel Advice, this will be sought from a Travel advice Clinic).  **Practice Website** – The PM will be doing a feed back form on how the practice website is and if can navigate and have useful information. Feed back will be collated to see if we can improve where we can / if we can. There will be a selected number of patients who will get sent this form and the feedback will be taken from that. The form will also get sent to PPG Members for there views / feedback.  **Diabetic Education Sessions** – As mentioned the Gurudwara opposite will be running 2 sessions in March and April.  One of our patients from the Gurudwara said he can arrange more sessions if we need. (The PCN are running and co-ordinating these sessions).  **DNA’S** – If missed more than 3 consecutive appointments patients will be sent a warning letter. If miss another appointment after this then the patient / s will be removed.  **Phone Call –**  **October – 65,786**  **November – 47,831**  **Average Call time was 1 minute 37 seconds**  **Fun day** – The Practice arranged a Fun Day that took place in September and successfully raised over £813.00 for the acorns Charity.  **Recruitment –** We have had a new receptionist join us on 9th October, replacing a receptionist who has left to pursue her hobby in crafts and going on to further her own business.  The Reception Manager is retiring on the 22nd December and I will be taking on the role in the interim. I am in the process of recruiting to fill this position.  **Cancer Care Co – Ordinator** - The Co-ordinator from the PCN did some drop in sessions at the flu clinics offering resources and advice to patients that required any information / support. This was a success.  **Digital Journey** – The Practice is looking at online Registration’s where new patients can register online. This is being rolled out across Primary Care (GP Services) this is a new thing and we are looking into this more. | PM |
| **What’s the next Steps / Any Questions**  Members discussed about the access to the Eczemic Shortage and shared stories of people they know who have tried this to help lose weight.  PM discussed shortages in some medication and dressings as we are only doing bog standard dressings here. Any serious foot / leg ulcer dressings are being referred to the appropriate services.  Unfortunately, the wait times are long but this is out of the Practice’s remit. This is across the board. | All |
| **AOB**  Jennifer Charles (Committee Member) wanted to pass on the positive feedback she has experienced as a patient and all what the staff and nursing team have done. She expressed what a fantastic job they do and to pass on her gratitude to everyone.  The other Committee members felt the same and wanted to give positive feedback of there experience here.  **New trainees** – We are having new trainees as of the 6th December as a changeover. All Clinicians should be introducing themselves upon a patient’s consultation. If you are ever unsure of any name spellings please call in and either ask when booking your appointment or at a later date and the reception staff will assist you.  **Prescriptions** – Repeat prescriptions can be requested in the usual way and you must allow 72 hours. Positive feedback was given for Dudley Road Pharmacy also who work closely with us in delivering prescriptions / medication to patients.  **Community Pharmacist Referral Scheme** – Appointments for lots of minor ailments are being referred to the Pharmacist where patients can get a call back which is freeing up appointments. These are for example Coughs, colds, sore throats etc... | All / PM |

**Next Meeting is scheduled on Wednesday 6th March 2024 @ 4pm**

**Wishing you all a Happy Christmas and a Healthy 2024 from everyone at Duncan Street.**

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