

Khattak Memorial Surgery

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Patient Participation Group Meeting Thursday 16th October 2014

Present: Staff representation: Mrs Naila Ahmed (PM), Dr Saima Khattak (GP), Mary McMullan (Nurse), Victoria Ikwele (Practice Nurse), Juwairiah Arshad (Receptionist)

Patients representation: Mr SK ,Mrs AS, Mrs ZI, Mrs MR, Mr JA

1.	<p>Welcome and Apologies:</p> <p>NA welcomed the group and thanked them for taking time to attend and for participating in the meeting.</p> <p>Apologies were received from: Dr ISK</p>																														
2.	<p>Minutes of Previous Meeting:</p> <p>Minutes agreed as correct and a true record.</p>																														
3.	<p>TELEPHONE SYSTEM:</p> <p>NA informed the meeting that the new phone system was in place. A number of patients had complained that the phone lines were constantly busy hence the need to look at new phone solutions.</p> <p>The telephone system was purchased and live from 9 September 2014.</p> <p>Features include call recording and call waiting with up to 5 in the queue at any one time. The queue can be extended however, many patients use their mobiles with limited credit and holding in the queue could diminish their credit.</p> <p>NA stated the majority of calls are received between 830am to 9.00am daily. The table below shows the activity of calls received, engaged and the number of calls received between 8am and 9am during the past week.</p> <table border="1" style="width: 100%; text-align: center;"> <thead> <tr style="background-color: #333; color: white;"> <th></th> <th><i>Monday</i></th> <th><i>Tuesday</i></th> <th><i>Wednesday</i></th> <th><i>Thursday</i></th> <th><i>Friday</i></th> </tr> </thead> <tbody> <tr style="background-color: #6aa84f; color: white;"> <td>Answered</td> <td>198</td> <td>152</td> <td>124</td> <td>135</td> <td>143</td> </tr> <tr style="background-color: #6aa84f; color: white;"> <td>Unanswered</td> <td>69</td> <td>56</td> <td>42</td> <td>30</td> <td>46</td> </tr> <tr style="background-color: #6aa84f; color: white;"> <td>Engaged</td> <td>53</td> <td>21</td> <td>3</td> <td>4</td> <td>4</td> </tr> <tr style="background-color: #6aa84f; color: white;"> <td>Calls Between 8am & 9am</td> <td>107</td> <td>56</td> <td>30</td> <td>26</td> <td>36</td> </tr> </tbody> </table> <p>Feedback on the telephone system will be captured in the patient survey.</p>		<i>Monday</i>	<i>Tuesday</i>	<i>Wednesday</i>	<i>Thursday</i>	<i>Friday</i>	Answered	198	152	124	135	143	Unanswered	69	56	42	30	46	Engaged	53	21	3	4	4	Calls Between 8am & 9am	107	56	30	26	36
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4.	<p>Premises Update:</p> <p>NA advised the group that NHS England Premises team had in principle approved the business case for the premises development. Talks are being held with the bank in order to secure a loan and a meeting is to be co-ordinated with the project team (architects, building</p>																														

	<p>surveyor etc.) Patients will be involved and any expressing an interest to contact NA.</p>
5.	<p>Access Survey & Patient Survey:</p> <p>Members of the Stakeholder Council from Birmingham South Central CCG attended the surgery on 25 July 2014 to pilot a more in depth analysis on the perceptions of access. The analysis focussed on:</p> <ul style="list-style-type: none"> • The type of demand i.e. appointment/prescription request/other • Was it an avoidable demand • The frequency of that particular demand <p>The results were fed back to NA which indicated most of the problems were with getting through on the telephone. The telephone system has been changed to address this concern. Also patients were not aware of online booking. Reception staff to communicate this method of booking in advance.</p> <p>NA also informed the meeting that a patient survey is being conducted for the long terms condition patients, however, there are several questions on the form which can also be answered by any patient. In order to avoid survey overload, NA asked the group to add additional questions into the survey, around access and other issues the group may feel will improve the services provided by the surgery.</p> <p>Other potential questions are:</p> <ul style="list-style-type: none"> • Are you aware you are able to book an appointment online? • How do you find the new telephone system? • Are you aware that we provide an extended hours service? • Did you know that if you wish to speak to someone confidentially we will provide you with an area to do that? <p>ACTON: The group was asked to forward any further questions to NA</p>
7.	<p>Patient Issues</p> <p>Patients raised the following Issues:</p> <p>Appointment booking for reviews when asked by the doctor or nurse : SK raised the issue of patient's having an appointment with the doctor or nurse and then having to book a follow-up in 2 weeks and the receptionists cannot book as the clinic times are not on the system.</p> <p>ACTION: NA advised the group that she would ensure clinic sessions are available 4 weeks in advance to avoid this issue</p>
8.	<p>AOB</p> <p>Doctors Clinics NA informed the group that Dr Issa is on long term leave and during his absence we have Dr Shehzad Mahmood until the end of October and looking to recruit to a 9 month salaried GP position</p> <p>Flu Clinic Saturday 18th October 2014</p> <p>Date of next Meeting: 11 December 2014</p>