## Dr B V Modi

# Canon Street Medical Centre

## 122 Canon Street, Leicester, LE4 6NL

**Minutes from Patient Participation Group**

**ZOOM Meeting held on Thursday 20th April 2023**

**Present:** Chair - Mrs Walker (JW), Dr B Modi (BVM), Mrs M Modi (MM), Ms Geeta Sachdev, Mr Mark Fitzgerald, Mr Bhavesh Sanghani, Miss Jazmin Kaur

1. No apologies were received.
2. The Group were informed that no Minutes of January meeting were recorded as only JW was present.
3. The Group received update from JW regarding hospital transport which she took to the Integrated Care Board for the benefit of patients. She stated the reason given to her regarding this was stopped for some patients, also she raised no available wheelchairs, no signage at the various entrances to direct patients as to who to contact if a wheelchair or porter is needed thus, making it very difficult for elderly or patients who have disabilities.
4. JW discussed the surgery’s new staff. JW had good feedback for Dr P.M, as being very good. JW commented on reception staff, that in particular one staff member needs to have some further training. She also commented on staff to wear badges and uniform. The practice has already started wearing uniforms after Covid and staff name badges will be ordered.
5. JW suggested for staff to speak louder and clearer as sometimes it is difficult for patients to hear outside via the intercom.
6. The Group were updated on Portakabin, the Council has refused a further extension but the good thing is that the practice has been given permission to build 2 rooms in the garden at the back of the surgery. There was further discussion as to how tall will the building be, the number of rooms and the Group were also updated that plans for toilet are in place. The building plan has been approved and we are looking for builders.
7. How to recruit new PPG – JK suggested that we can use social media like Instagram etc to recruit more PPG members but it was raised that we need to check regarding Data Protection and the legality of using social media. The surgery will arrange to invite a person from ICB to give us more information on Data Protection.
8. Google feedback – the practice is aware that people are putting bad feedbacks anonymously on Google but we cannot find the details of these people on our computer system.
9. It was discussed that the practice needs to organise an internal patient satisfaction survey which will be discussed in the next meeting. The practice has decided to carry out an internal patient satisfaction to see where the gaps are to improve the services.
10. AOB – (i) The practice has set up Friends and Family Test questionnaires via AccuRX so every patient receives a text about this after 24hrs of their appointment. This will send a link to the patient to complete questionnaire. After the questionnaire is completed the surgery will get results of their answers from which the practice can produce graphs and take action upon any feedback.

(ii) Access for new contract from 1st April to improve the surgery. The practice now has new Cloud based telephone system.

(iii) Also staff have been trained on signposting patients to appropriate clinicians; and there are pre-bookable telephone appointments for Dr M so as to avoid staff asking patients to telephone back the next day.

(iv) Covid vaccinations – the practice is going to start from May and will be offered to housebound patients, over 75s and immunosuppressed patients.

1. Date of next meeting: Thursday 22nd June 2023