

# MANOR PARK MEDICAL PRACTICE

**DR R WADHWA, DR S VIRMANI, DR A RAO,  
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## PPG Meeting Minutes – Monday 18 July 2022 at 1pm

PPG Chair confirmed she would lead the meeting and confirmed the first point we would discuss in the agenda.

Anil (Deputy Practice Manager) went through phone system data with PPG members – discussed the charts and benefits of the new system. PPG Chair asked for information about the new phone system to be added online (Practice website). Anabel (Business Manager) confirmed we would update our website with this information.

Anabel provided PPG with Patient compliments we are receiving. Anabel provided PPG with our Appointment Capacity spreadsheet and went through this with them. Anabel confirmed we had only recently started this activity – but this would show how well we are doing in terms of capacity, for the various types of Clinicians we have.

Anabel confirmed we had been granted registration by CQC after their visit on 10 June 2022 and went through this with PPG.

PPG Chair wants the compliments to be added to the Practice website. Anabel told PPG that we are going to be sending Patient Survey's to our Patients via text message, which will allow us to collect data and Patient feedback in mass.

**ACTIONS** – PPG Chair asked if we could make some kind of colourful interaction for our Patients to provide their feedback, star ratings, etc – at front Reception, for those Patients who struggle to read/write.

Dr Wadhwa (GP Partner) wanted to discuss quality improvement matters with PPG, i.e. how long it takes to answer calls, did the Patient get the appointment they called for, etc.

Dr Wadhwa confirmed the backlog work had now been finished (thousands of outstanding letters/tasks dealt with). Dr Wadhwa confirmed we're now taking a proactive approach where we are contacting Patients ourselves to let them know what they require (blood tests, injections, diabetes review, etc). We're not waiting for Patients to contact us.

Dr Wadhwa confirmed we have been setting up new systems to make the Practice more efficient. He confirmed there is a lot to do, so it can take 6-12 months to get everything in order. Anabel confirmed we're contacting our Patients by birth month and sending constant reminders until the Patient does come in. Dr Wadhwa confirmed we're contacting our most vulnerable Patients first, we've made new registers relating to Safeguarding, Cancers, etc.

Priya Pandya (CCG) joined the meeting through Teams and told PPG that the Practice is going to be going for procurement in April 2023 and they will be using Patient feedback, etc, to help make their decision about who takes on the Practice. Priya said both sites will remain open, no matter who wins the procurement.

PPG Chair said they can see robust work is going on and it is clear things are improving. PPG Chair and wider PPG wanted to thank everyone at the Practice for the hard work that is taking place and confirmed we just need to find a way to highlight the work being carried out to all Patients, via an online platform.

Sue Venables (CCG) said they want to look at starting up drop in events again – but this time want to offer this service as a health and wellbeing event. This will allow Patients to get that advice/support.

Anabel said we're starting our Flu Vaccinations in September so it might be a possibility to try and incorporate the health and wellbeing in this – as we are expecting to see a lot of people. Dr Wadhwa said he has previously dealt with something like this and it was called a 'Health Fair'. This could be something we can arrange, where a lot of topics are being discussed.

**ACTIONS** – Anabel asked Anil to try and identify a date we could do the flu vaccine roll-out and health fair.

**ACTIONS** – PPG Chair asked if the meeting minutes could be handed out upon arrival at Reception in future.

**ACTIONS** – Ask Landlords if we can remove their names from outside the Surgery as per Patients request as they are finding this confusing.

Anabel told PPG Members that we are finding Clinicians (GP's/ANP's) through Agencies, but they are leaving after doing 1 shift, because Patients are being: rude, aggressive, demanding. Patients are wanting Clinicians to deal with multiple issues in 10 minute slots. This is making it difficult to retain Clinicians, which in turn causes problems with appointment capacity. Dr Wadhwa said there is a shortage of Clinicians all over the country and therefore demand is very high already, but issues such as this further effect appointment capacity.

Anabel said we are fully staffed in terms of Admin/Reception – but in terms of Clinicial staff we're short because of Clinicians cancelling last minute/after 1 shift.

PPG Chair asked when online appointments were going to show up on our website. Anabel said 'not anytime soon' as we're not ready for this.

PPG Chair asked about repeat prescriptions – Anabel said we now have a recorded message via our phone line which tells Patients how they can request a repeat prescription.

PPG Chair mentioned that some PPG members have left. PPG Chair said they will be doing some sort of recruitment. Sue Venables said it might be an idea for the PPG to have their own stall on any 'Health Fair' that takes place.

**ACTIONS** – PPG want their message board back in the Reception area. Anabel said we will put the board up and PPG can take ownership of the board.

**ACTIONS** – PPG Chair wanted to arrange the next PPG meeting date for a Tuesday. No dates confirmed at present.

**Attendees:**

T Badiani (PPG Chair)  
E Mackness  
C Mistry  
I Foreman  
H Tanna  
C Dawda

S Venables (ICB)  
Helen Cullinan (ICB)  
A Goyal (DPM)  
A Sharma (BM)  
Dr R Wadhwa (GP Partner)  
Dr S Virmani (GP Partner)

**Apologies:**

P Chauhan  
V Chauhan  
R Kotecha  
S Karia