

TOOTING SOUTH MEDICAL CENTRE

Dr Mahfel Shiraz
MB.BS, DTM&H, MRCP (UK), PgDip.Derm

Dr Carel Benedict
MB.BS, MRCP, DRCOG, PgDipMSKMed

Dr M. Shamssuzoha
MB.BS, DTM&H, Dip. Int. Medicine, DFFP

Dr Safoorah Ishaq
MB.BS, DRCOG, MRCP, DFFP

22 Otterburn Street
Tooting
London SW17 9HQ
Tel: - 020 8682 0521
Fax: 020 8672 6532

www.tootingsouthmedicalcentre.co.uk

Practice Nurses
Suki Tan
Ella-Tunde Algali

Managing Partner
M Shirazuddin

Dep. Pract. Manager
Narjis Chohan

TOOTING SOUTH MEDICAL CENTRE PATIENT GROUP MEETING

Tooting South Medical Centre has had an active patient participation involvement group since 2006. The patient group meet every 4 months to discuss issues such as service development, commissioning services and patient feedback, and ways to improve patient experience within the practice.

Practice informs group of current issues and changes at the practice and group act as voice for other patients when practice consider new initiatives.

The aim of PPG is to consult and plan for better care. It creates connection between patient and practice.

Date – **28.3.2019**

Last meeting – 30.8.2018

Present Patient Group – Mr A Khandkar, Gwendoline Joseph, Suhail Sheikh, Younes Hamade and Sailesh Ramdeehul.

Absent Patient Group – Mary Sagoe and Pauline Cowan

Practice - Dr C Benedict (attended at a later time), Mrs N Chohan, Fahmida Alam, and Beena.

Absent – Grace Hebron

Chair- Narjis Chohan (PM)

Minute taker – Beena El-Azzeh

Minute of the last meeting was available.

TSMC Protocol

PM addressed the meeting and welcomed the members.

Group Chair – Mr Y Hamade was nominated to chair the Group and Mr Sheikh was nominated to assist him. The Practice will do the minutes.

Practice Update – New staff at Reception, one Receptionist did not make it. Intense one to one training has been provided. They will go for further training courses provided by CCG.

PM announced with sadness the passing away of one of the Admin staff members who she mentioned as was one of the most efficient and hard working members at the Practice.

Mr Younes offered his heart felt condolences to the family on behalf of the Group.

PM informed the Group that there is a vacancy for the post of Medical Secretary and asked if they would like to recommend someone.

Patient survey –

DPM read out the outcome of the Patient Survey for the Clinicians. She read out some of the complaints made by the patients.

Some of the bad comments -

- Patient complained about the lift
- Annoying music on the phone while waiting to be put through

PM requested the members to offer their help and give suggestions as to how to improve the low outcomes.

The Group suggested the following –

- To get feed-back from the patients as to why they scored low or why they scored high.
- Problem with appointment – to find a solution why appointment cannot be booked beyond two weeks
- Some patients do not have on-line access hence more appointments should be accessible for patient who ring
- Colleagues who are present in the background should advice when a Receptionist give wrong information to patients.
- Patients should be advised to see Chemist for minor illnesses to reduce the demand for appointments
- First priority should be given to the patients and other Organization like the Chemist who come to collect prescriptions can be dealt with at a later time as it creates problem and delays patients to report for their appointment.
- Display information about the Clinics running late
- Proper information should be displayed about the lift
- Try to answer phone calls sooner

The Group voiced their concern about the long wait on the phone as well as they could not get through to confirm their attendance that morning. PM asked them if they would prefer to communicate through E-mail and they were not very keen on the idea.

The Group mentioned that they are not Criticizing however trying help to improve.

DPM read out the good comments –

- All good about the Reception
- Availability of appointments especially on-line access.

Mr Hamade would like to recruit more members for the Patient Group. The Group suggested to put out a small sign at the Reception. Also to have one more Envisage screen at a different angle and give information about the activities of the Group to invite new members. It will be good to have members from different age group and nationality.

AOB: To keep the same Agenda and send out Agenda to the members before the meeting.

Next meeting: It was decided to try to have meetings three times a year and if possible to have one meeting during the lunch time. Next meeting is scheduled for September 2019.