**ST ALBANS SURGERY**

( FORMERLY DR MOHAN AND ASSOCIATES)

Dr R Hara, Dr S Bushra, Dr A Sharma & Dr A Adewole

**Urswick Medical Centre 35 Maplestead Road**

**Urswick Road Dagenham**

**Dagenham Essex RM9 6EA Essex RM9 4XH**

*Tel: 020 8984 4460 Tel: 020 8595 0017/8*

*Fax: 020 8984 4463**Fax: 020 8595 7741*

PPG Meeting

Saturday 1.10.2016 at 9am At Urswick Medical Centre

Attendees: Dr Hara, CW, M O, Sarah B, Sarah G, Trupti J

Telephone Lines: It was explained that surgery has appointed one more staff for the evenings. So there will be three receptionist in the morning and evening.

Surgery is also trying to get new telephone system in near future. It will be discussed with Dr Alkaisy as the telephone system is joint with both surgery.

Nurses Room: Mrs O said that Nurses Room is a long walk from waiting room. It was discussed initially and was decided that we can try and get nurses room closer which can be either room 30, 7 or 8. But as nurses needs to be closer to Treatment Room so due to that reason finally it was decided not to change the rooms but to put up Notice in the waiting room: to request reception staff for wheelchair.

Recalls: Mrs O said few patients said that surgery is not recalling for annual blood test. Which was explained that surgery has a recall system that all patient on long term conditions are annually invited for blood test and for medication reviews. The surgery has a system where the audits are done and as per the list patients are recall either via telephone or letter.

Long conversation with patients: As few patients have very long conversations with the reception staff that’s why there is a delay in answering telephones and attending other patients. Glass to be put up in reception to stop patients from chatting at desk. Which will be discussed with the landlord and Dr Alkaisy’s Practice as we share the same reception area.

DNA Letters: It was said surgery has started sending DNA letters to all those patients who has missed their appointments at surgery to reduce the number of DNA’s.

Language: Mrs O suggested that surgery should have notices in different languages mainly eastern European. It was decided that all screening programmes which are Breast Screening, Cervical Screening, Health Checks, Bowel Screening, Flu etc surgery will be trying to get leaflets in different languages. Plus it was explained that patient can ask for Interpreter or can use own family members.

To promote Bowel Screening: Surgery requested all PPG members to promote Bowel Screening as the uptake is very low in Barking & Dagenham.

Meningitis Vaccine: It was discussed that surgery has started recalling patient for Meningitis Vaccine. It was said that in the month of August surgery has vaccinated only 3patients but in September the number has increased and is gone up to 13patients.

Figures & performance : Dr Hara said from the next PPG meeting practice will share its Screening uptake which can show the members surgery’s performance.

Extended Hours: Surgery is requesting to NHS England to Open surgery on weekends.

New PPG Member: Surgery is happy to share that we have Mr B P, G L, A R & L R has joined the PPG group.

Next Meeting: Saturday 9am 10.12.2016 to be confirmed.

Dr Hara suggested if few meeting can be also be arranged on weekdays either on a Thursday afternoon or in the evenings as few members cannot make it on weekends. So please email Trupti Jose your opinion on the same.