

Bilton Medical Centre

Patient Participation Group

Notes from Meeting: Thursday 17th October 2019 (3.00pm – 3.30pm)

Practice staff present: Muskaan Farooq (PPG Lead)

Patients present: Zaibun Nisa Nawaz (Female)

Ideas discussed/Comment & points raised
<p data-bbox="241 649 342 676"><u>Agenda</u></p> <ol data-bbox="288 687 667 834" style="list-style-type: none">1) Events within the surgery2) Bilton Newsletter3) E-consultant4) Points raised <p data-bbox="241 885 607 912"><u>Events within the surgery</u></p> <p data-bbox="241 927 2024 1074">The PPG Lead explored the different events that have happened at the surgery such as the ‘Bake Sale’, and previous PPG meeting that have been held. Muskaan had an over view from the previous PPG meeting and told the patient she and the assistant manager (Tanver Khan) had made improvements on the questionnaire and the surgery have print outs of the questionnaire at the reception for patients to answer whilst waiting for their appointment.</p> <p data-bbox="241 1085 2018 1153">The patient suggested getting as many questionnaires as possible completed, so we could get better results for the overall percentage of patients ‘waiting time’ for their appointment at the surgery.</p> <p data-bbox="241 1165 1715 1192">Muskaan will encourage the reception staff to get as many questionnaires handed out and completed as possible.</p> <p data-bbox="241 1243 490 1270"><u>Bilton newsletter</u></p> <p data-bbox="241 1284 2040 1382">The newsletter was the main update of Autumn. Muskaan gave a visual print out to the patient so she could go through the events that took place through autumn. The patient was impressed with the Heaton Gala event Bilton Medical Centre joined. The patient was also intrigued by the vaccines and the ingredients involved. Muskaan explained the concept of carer’s resource to the patient and how we are spreading the knowledge across to our</p>

patients. For patients who are carers we provide a questionnaire and a registration form to be filled out for the carer and the patient they are caring for.

Suggestions were made for improvement such as having an alternative vaccine for patients who are vegetarian, allergic or cannot consume any of the ingredients. The patient and Muskaan agreed that if we do have alternative vaccines we will have a larger population protected from flu.

E-Consultant

E-Consultant was also advertised in the newsletter and further explored by Muskaan. It is an online service that provides the patient with an easy and protective way to consult with the doctor whilst being at home. The patient wanted a web link of the online service so it could make life easier for working patients as they can go through to the online e-consultant easily.

Muskaan updated the newsletter with the web link.

Points raised

The patient was very enthusiastic and wants the surgery to come up with realistic alternatives for an Asian diet as the majority of the population is from an Asian back ground. The patient came up with ideas for Asian food such as having alternative flours to make chapatti and alternative oils to cook fried food in. In terms of diabetes control we can come up with alternative recipes for cakes and sweet dishes so the patients don't miss out on anything.

Dates for the full year will be made available to the patients on the Practice website

The date of the next meeting: Monday 11th November 2019 @2:00pm