

## Dr G Dhillon & Dr A Nandanavanam



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### Patient Participation Meeting 2014-2015

Place: Pendeford Health Centre  
04.03.15 Time: 5.00.pm  
Attendance : Raymond Fackerell Pamela Fackerell  
Robert Timms Patricia Timms  
Mel Brown Marion Eckett  
Sharon Harris  
Apologies Desmond Halestrap

### Agenda

- Welcome and introduction of members, apologies given for Mr Halestrap.
- Minutes from previous meeting -discussed
- Update on automatic door at Pendeford (Job no 180525) not viable cost nearly £1500 – Sharon to look at risk assessment that was carried out by Royal Wolverhampton Hospital/Estates DDA assessment. SH spoke to the RWH Estates representative – John Iredale, who will contact the fire officer and health and safety officer. The quote is still being investigated to see if an alternative outcome can be made if the cost of the door cannot be paid by RWH. Alternative suggested was if the door can have latch on or the door to be removed?
- Friends and family Results and comments from 3 months & Questionnaire. The group said that there were too many targets in the NHS. The group was happy with the practice, reading the comments from the friends and family and the practice questionnaire, there was not anything that the practice could improve on.

Here is the comments from the practice GPPAQ

## Practice Questionnaire 2014-2015

### Comments

#### Ashfield Road Surgery

- I don't have any comments I am pleased
- GP should be able to access hospital records bloods etc. this would reduce duplication of blood tests saving doctors, patients time and nhs money
- Very helpful always pragmatic excellent service from reception(Ashfield), no improvement – other practices should follow suit
- Everything excellent, reception staff and doctors lovely surgery
- Every aspect of my healthcare is first class, improvements no. I consider myself lucky to have such caring professionals at my practice.
- I moved to these doctors after I had felt that I wasn't being listened to by my old doctor. I am glad I did, they listened to me and have helped a lot, couldn't thank them enough
- The secretaries in both clinics Pendeford and Fordhouses are very helpful in organising my health needs and blood tests
- Always there to help in an emergency, able to get appointments easily

#### Pendeford

- Dr Raza is polite, Dr Dhillon is not very understanding, Improvements? Getting an appointment when you actually need it, not always being asked what is the problem, polite telephone reception, not having to race/compete to get an appointment
- Great reception staff, helpful good facilities at the centre, glad to have a new female GP also. Improvements? The patient access system – have problems frequently connecting to your servers. Dislike the decision to take away the family planning services away from this centre, has reduced availability, this is a backward step!!
- The staff and doctors are all excellent... Exceptional service most of the time
- She was superb!
- All round treatment is very good
- I do not drink alcohol or smoke. Improvement – weight loss. Happy to receive reminders for appointments on the phone
- I think my healthcare is excellent, improvements? Not in my opinion
- I like the fact that the receptionists try and help me every time I need to be seen, especially Sue. Improvement? I have to have a prescription every two months, due to the cost involved, I would prefer to have more of the tablets on one prescription.
- Yes good for the children. Improvements? Availability of appointments – the above is the same everywhere

- Reporting Template for end of year – Form completed and priorities discussed as follows:
  1. Automatic door in corridor towards GP consultation rooms
  2. Dietician in the surgery
  3. Increase the size of the patient group with also the joining up of the other two surgeries in the health centre, Dr Vij and Dr Kharwadkhar. It seems there is no sense of community or point of having 3 different PPG groups in the same health centre. Any improvements fought for in this group have benefited the other practice too. SH will contact the other surgeries to see if we can all meet on 30<sup>th</sup> September at Pendeford
  
- New female GP settling down but patients were unhappy that they didn't know that Dr Raza was leaving
- The chairman is to attend the town PPG ,meeting at Linden House Tettenhall Road Wolverhampton– chaired by Pat Roberts on 28.05.15 2-4pm. On the receipt of the agenda by email, SH will request that the items to be discussed by the practices PPG members and representatives – to be added higher on the agenda because it is always at the end of the meeting and RF feels that the all points are not raised because of the lack of time.
  
- Next meeting dates:
  - Wednesday 24<sup>th</sup> June 2015 Ashfield Road Surgery at 5.00 pm
  - Wednesday 30<sup>th</sup> September 2015 Pendeford Health Centre at 5.00 pm
  - Wednesday 6<sup>th</sup> January 2016 Pendeford Health Centre at 5.00 pm
  - Wednesday 2<sup>nd</sup> March 2016 Ashfield Road Surgery at 5.00 pm