**Patient Participation Meeting**

**Meeting**

**Held on 229th February 2019**

**Introduction (Present/Apology)**

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| Practice Staff Present:Mrs R Agarwal PMMrs A Kaur HCAAnwara Bibi ReceptionistSaima Ahmed Receptionist | Patients Present: Emis no501791 95599019 500975500972 502299500679 5148 |

Meeting opened by Mrs Agarwal, previous minutes of last meeting discussed and approved.

 **Agendas**

* **Move back to Greet**
* **Prescription**
* **Over the counter medication**
* **New trainee Dr’s**
* **Up to date contact numbers**
* **Flu injection**
* **Out of hours extended surgery**
* **Health visitors**
* **Breast screening**
* **Bowel screening**
* **Chlamydia Screening**
* **Surveys**
* **Slimming world**
* **Citizen Advice CAB**
* **Cares help**

 **1. Moving back to Greet.**

Mrs Agarwal informed the participants about our move back into Percy Road Greet. She reassured everyone we would be located back by 1st April.

Mrs Agarwal asked patient to give us suggestions on ways of advertising, participants came up with few suggestions:

* Banners
* Local newspapers
* Text message

Mrs Agarwal took all suggestions and feedback into consideration.

All reception staff were advised to inform patients on date of move.

 **2) Prescription ordering/collecting**

We do not take prescription orders over the phone unless housebound or exceptional circumstance patients only.

Prescriptions need to be ordered 48 hours in advance by online access or handed in at reception. Fax orders are also acceptable.

EPS orders need to be ordered 48 hours in advance and patient will need to inform reception of any change of pharmacy nominations.

Post orders are also acceptable.

 **3) Extended Access**

Mrs Agarwal explained to patient about the extended hours available. All out of hour’s service are available during evening and weekend.

Services are available at these times:

 Monday to Friday 18.30-20.00.

 Saturday 09.00-18.00

 Sunday 10.00-13.00

Extended access appointments can be booked via the surgery or after 6.30 when our lines are closed.

 **4) NHS 111 OUT OF HOURS**

Mrs Agarwal explained that all of ourout of hour calls are now booked through NHS 111. When calling out of hours you will now be instructed to call NHS 111.

NHS 111 will advise and arrange appointment when necessary.

You can still access certain Drs Services like home visits.

You will be assessed and advised straightaway to the local services that can help you best. This could be A&E an urgent care centre or minor injuries unit, an out of hour’s Gp, community nurse or emergency dentist or late pharmacist.

You can ring 111 number 24 hours a day, 7 days a aweek.365 days a year. Calls from mobiles and landlines are free.

We also have our extended access evening and weekend appointments for Oakwood surgery which patient themselves can ring out of surgery hours. The number is 01214110317

 **5) PATIENT AND SURVEY**

Our national survey overall has improved from our last survey. Miss Agarwal explained the importance of giving us a feedback so we are aware of what to improve on.

We have three surveys/ reports’

* BSC Report
* PPG Report
* National survey report

Mrs Agarwal also explained how our survey will be anonymous and all feedback will be appreciated.

We will also be doing our own national survey report at the surgery, patients feedback will be very much appreciated.

 **6) PRESCRIBING OF OVER THE COUNTER MEDICATION**

 Medicines optimisation technician explained regarding OTC medicines

 Your Go, nurse or pharmacist will not generally give you a prescription for certain medicines. These medicines will be available to buy in a pharmacy or supermarket. Some are also available for free prescription.

 This applies for the following conditions

* Acute sore throat
* Conjunctivitis
* Coughs and colds and nasal congestion
* Cradle cap
* Dandruff
* Diarrhoea
* Dry eyes /sore tired eyes
* Haemorrhoids
* Infant colic
* Head lice
* Earwax excessive sweating
* Indigestion and heartburn
* Infrequent cold sores of the lip
* Infrequent constipation
* Infrequent migraine
* Insect bites and stings
* Mild acne
* Minor burns and scalds
* Mild cystitis
* Mild dry skin
* Mild irritant dermatitis
* Mouth ulcers
* Oral thrush
* Sunburn
* Threadworms
* Sun protection
* Mild to moderate hay fever
* Nappy rash
* Travel sickness
* Ringworm/athletes foot
* Pain. Discomfort aches and sprains
* Teething
* Warts and verrucae

 Your local pharmacy team are qualified professionals with knowledge to help with many health concerns. Pharmacists can give clinical advice there and then and help you choose the most appropriate treatment. If your symptoms suggest you are more serious they will ensure you get the care you need.

**Screenings**

Mrs Agarwal advised patients on the importance of attending screening programmes.

We carry out Chlamydia screening at our surgery from people ages 14 to 24 years old. For more information they can get advice from Amarjit.

Other screening available are:

* Bowel Screening for over 60 year olds
* Breast screening
* Chlamydia screening

**8) FLU VACCINATION**

Amar gave full list of patients who are eligible to have the flu vaccination given.

* All children over two years of age can be vaccinated.
* All patients over 65 can also be vaccinated.
* Anyone who is a carer can also have the flu injection.
* Pregnant ladies
* Chronic neurological disease
* Chronic liver disease
* Chronic heart disease
* Diabetes
* Chronic lung disease including asthma

**New Trainee Dr’s**

Mrs Agarwal informed participants about our two new trainee Dr’s who are now available to book with.

Dr Sarah Martin

Dr Amir Hussain

**Up to date contact Numbers**

Mrs Agarwal informed patient the importance of providing the practice with most recent up to date telephone number so we can contact with test results and feedbacks. Also appointment confirmations will not go out unless up to date number is provided.

**Citizen Advice (cab)**

Appointments with Citizens Advisors are still available and need to be booked through us. Patient needs to come and fill in a referral form and we will email the referral to CAB. Appointments will be sent out by post from the CAB team.

**Carers**

 Mrs Agarwal informed there is advice and help available for careers. Help with prescriptions and other services are available too.

**Slimming world**

New slimming world services are available for patients who are interested in different activities. Patient can pick up leaflet for more information.

Contact Beth on 07498517332

**Action plan**

* **Banners**
* **Posters**
* **Local news**
* **Inform patient on move**
* **Making sure correct cab forms are filled in**
* **Give more advise to carers**
* **Take up to date contact numbers**
* **Inform patient on screenings available**