**PGG Meeting**

**Minutes**

**Held on Wednesday 29th May 2019**

**Present at the meeting**

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| **Staff**  Mrs Agarwal – Practice Manager  Amarjit Kaur – HCA  Anwara Begum – Receptionist  Nosheen Kauser – Medical Secretary | **Patients**  **#9019 – Representative**  **#5781 – Representative**  **#9644**  **#1561**  **#8272**  **#6517**  **#11423**  **#8548** |

* **Extended Hub Service**

The practice is now able to book appointments with a link GP at the extended access hubs from 6.30pm to 8.00pm. These appointments are available to all patients and are based at the Oakwood surgery 856 Stratford Road B11 4BW. We are able to offer appointments with GPs and nurses when they are available, we also have access to book over the weekends.

* **Access on line**

With the new GDPR legislation patients are now able to gain access to their medical records. Given online access will provide the patients with their medical records; they will be able to book appointments and request for medication. Patients are able to see their records from 2008 onwards via the online access. To gain access online patients will need to bring in two forms of ID one photo ID and one address ID once they are obtained we are then able to give you a printout of a link which you can follow and set up an account online.

* **Patient pack online**

This is another way patients can access their medical records online, book appointments here and at the extended access hub as well as ordering medication. Patients can access this site with on the link below and create an account. Once they have requested for an account an e-mail will be sent to them informing them to take two forms of ID in to the surgery, we then authorise the account request and then patients are able to have access. Parents or careers can also link accounts for children under the age of 13 years by following the instructions on the website. If patients have any quires about the app they can use the support centre within the link who will be able to help with their quires.

<https://patientpack.co.uk/> .

* **Appointments**

Patients have informed us that the service has improved a lot from what it was before but there are some points for improvement. Patients are finding it difficult to book in with a female GP and have suggested that we have one male and one female GP working on the same day. Also having more slots available with familiar GPs as the patients feel more comfortable seeing the same GP if they have on going health issues. Being able to get appointments throughout the day in case of emergencies such as a child being sent home from school due to being ill Etc. the practice does have available appointments at the extended hubs that we offer to the patients if not available in the practice or alternative services such as NHS 111, out of hours or walk in centres.

* **Sharing Medical History – SCR**

Sharing patient medical history with secondary care such as Hospitals, community clinic, extended access, out of hours Etc., will provide vital information such as any medication patients are currently taking and the dosage, any allergies and any recent blood test patients have had. In turn improving the safety and quality of care that is provided by these organisations. By agreeing to share your medical history it will provide all the reliable and essential information needed so that the right care pathway can be provided to you and in turn improve the quality of care. Only essential information is shared and is only used for direct patient care. It is not used for any other purpose such as research and is not given to anyone else. If patients would like to opt out for sharing your medical records you can speak to the receptionist who will provide you with a form to fill.

* **Services**

Chlamydia testing kits are offered in practice for adults from the age of 14 to 24 years. Patients are explained what the test is and how they can provide a sample so they can be tested for it. Self-testing kits are provided in practice.

Bowel screening if offered to patients from the age of 60 to 74 years, bowel screening kits are automatically posted to your home every two years and should be completed and sent back to the appropriate clinics. Screening can help detect bowel cancer at an early stage, it can also be used to help check for and remove small growths in the bowel called polyps, which can turn into cancer over time.

Breast screening is offered to patients from the age of 50 to 70 years, breast screening aims to find breast cancers early. It uses an X-ray test called a mammogram that can spot cancers when they're too small to see or feel. It is important that patients attend these appointments to help prevent the risk of late diagnosis and treatment.

Cervical screening is offered to patients from the age of 25 to 64 years, women from these age groups will be invited by letter to book in for a smear test. It is important for patient to book in for a smear test to help prevent cancer. Finding abnormal changes early means they can be monitored or treated so they do not get a chance to turn into cervical cancer.

NHS Health Check is a health check-up for adults in England aged 40-74. It's designed to spot early signs of stroke, kidney disease, heart disease, type 2 diabetes or dementia. As we get older, we have a higher risk of developing one of these conditions. An NHS Health Check helps find ways to lower this risk. Hence it is important to book an appointment when the health check is offered.

Diabetic reviews are set out on an annual basis every 3 to 6 months. Patients who are diabetic are offered a annual review to have blood test, foot check, urine test Etc. to monitor patients. It is important that patient book in for these checks with the health care assistant or the practice nurse.

* **MJog Messaging system**

MJog is a new messaging system in place that is used to send out SMS messages to patients informing them of any services they need to book in for, text reminders of appointments. Hence it is important that your mobile numbers are up to date on the system so you could receive these messages.

* **Social Prescribing**

Social prescribing is a way for local agencies to refer people to a link worker. Link workers give people time, focusing on ‘what matters to me’ and taking a holistic approach to people’s health and wellbeing. They connect people to community groups and statutory services for practical and emotional support. This service is offered to patients who are isolated, those who need support with mental health and housebound patients.

* **Citizens Advice Bureau**

This services is still available for patients who are looking to get help and support for welfare, legal advice, immigration, employment Etc. patient will need to fill in a form which is provided at reception and once it is complete we can send it off to them who will then get in contact with you to arrange an appointment.

* **Over the counter medication**

There is a numerous amount of medications that have been stopped by NHS England to be provided on prescription. GPs will not generally give a prescription for over the counter medicines for a range of minor health concerns. Instead over the counter medicines are available to buy in a pharmacy or supermarket in the local area. We are informing our patients of this change and providing leaflets and have put up posters in the practice so that our patients are aware. A list of the medications that patients can buy over the counter can be found on the link below.

<https://www.england.nhs.uk/medicines/over-the-counter-items-which-should-not-routinely-be-prescribed/>

* **Practice Surveys**

We have informed the patients of the outcome of our surveys that are carried out, form our recent surveys we have been improved by having the telephone lines opened all day and having a member of staff answering from the back office. Patients have given positive comments can the improvements of the appointments system and given positive feedback about the customer service provided.

**Action Plan**

* Having one appointment slot available in the morning and afternoon for children and elderly patients during the day.
* Informing patients of any new services that are in place by putting up posters, having annual meetings and face to face.
* Having regular staff meetings so that we are all up to date of any changes that are now in place.
* Making sure patients are up to date with their services by offering them via SMS, over the phone and face to face.