**Patient Participation Meeting**

**Meeting**

**Held on 29th November 2018,**

**Introduction (Present/Apology)**

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| Practice Staff Present:  Mrs R Agarwal PM  Dr M.D Agarwal GP  Dr Jessica Agarwal GP  Mrs A Kaur HCA  Dipali Rahman Receptionist  Nosheen Kauser Receptionist  Anwara Bibi Receptionist  Amy lane   (speaker) OTC  Medicines optimisation technician | Patients Present:  (501791)  (9019)  (3059)  (11634)  (500177)  (3020)  (519)  (502231) |

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

**Agenda**

**1) Christmas and New Year arrangement.**

* Over the holiday period out of hours services will be available as normal. Anyone in need of medical advice or emergency appointment was advised to call 111.
* Anyone with chest pain or serious medical emergency was advised to call 999.

**2) Prescription ordering/collection**

* 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.
* Over the holiday period patients were advised by Mrs Agarwal to order their prescription in advance by the 22rd of December.

**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 only be booked via the surgery.

**4) NHS 111 OUT OF HOURS**

* All out 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.

**5) PATIENT AND SURVEY**

* Our national survey overall has not been satisfactory. Miss Agarwal explained the importance of giving us a feedback so we are aware of what to improve on.
* Mrs Agarwal also explained how our survey will be anonymous and all feedback will be appreciated.

**6) MOVING TO GREET HEALTH CENTRE**

* DR Agarwal explained in details about the estimated time we are given to move back into Greet Health Centre, Which is two months.
* Dr apologised for any inconvenience caused. He also explained how he will bring it to the local council’s attention.
* Dr Agarwal also explained he will try and bring in a spokesperson from the buildings management to answer all questions and concerns.
* Patients are concerned about not moving on time but Dr Agarwal assured them we will try our best to keep them informed.

**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.

**7) ACCESS TO MEDICAL RECORDS**

* Amar explained to patients on how the procedure worked.

Patients were informed on giving in a written formal signed request on which the Drs will decide if access will be given.

* Patient will need to provide two forms of I.D one photo and one address I.D, Only then online access will be given.

**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
* Obesity