PATIENTS EDUCATION MEETING

***Dr M.D AGARWAL & Dr J AGARWAL***

***GREET MEDICAL PRCTICE***

***Minutes***

**Date: 15.08.2018**

**Chairperson: Mrs Agarwal**

**Staff Present: Amarjit Kaur**

**Mrs Agarwal**

**Patients present : Emis 4430 2498 4564**

 **2809 4028 501986**

 **29 501891 8312**

 **2140 8023 10075**

 **4002 2458**

**Minutes taken by Dipali Rahman**

***Call to Order***

Meeting was to call at 10.30pm

**Mrs Agarwal welcomed everyone in attendance**

**GDPR**

Mrs Agarwal explained to the above patients about the new GDPR which allows patients to access their own data and share with any third parties necessary.

Mrs Agarwal also explained how a data release form needs to be signed, two forms of identification is required.

The relevant Dr will then authorize access.

There will be a time limit on how long data can be accessed.

GDPR starting on 25 May 2018.

**FLU VACCINE OFFER**

* **Flu vaccine offer**

PM mentioned Flu Vac starting from 22nd Sept 2018. Please start booking an appointment practice staff will also going send the reminder by phone or post

Risk groups and influenza vaccine eligibility

Influenza can affect anyone although those aged over 65 years, those with underlying health conditions, pregnant women and children under six months of age have a higher risk of developing severe disease or complications such as bronchitis or secondary bacterial pneumonia, or otitis media in children.

During 2018/19, patients aged six months to less than 65 years of age with the following underlying health conditions are eligible to receive influenza vaccine:

 chronic (long-term) respiratory disease, such as severe asthma, chronic obstructive pulmonary disease (COPD) or bronchitis

 chronic heart disease, such as heart failure

 chronic kidney disease at stage three, four or five

 chronic liver disease

 chronic neurological disease, such as Parkinson’s disease or motor neurone disease, or learning disability

 diabetes

 splenic dysfunction or asplenia

 a weakened immune system due to disease (such as HIV/AIDS) or treatment (such as cancer treatment)

 morbidly obese (defined as BMI of 40 and above)

All pregnant women, including those who become pregnant during the delivery of the influenza programme, are eligible to receive influenza vaccine at any stage of pregnancy. Influenza infection during pregnancy may be associated with perinatal mortality, prematurity, lower birth weight and smaller neonatal size.

 **EXTENDED ACCESS HOURS – HOB (Oakwood practice, Stratford road ,Sparkhill, B11 4BW)**

Mrs Agarwal explained about the new extended surgery that allows us to book appointments for our patients when appointments are not available. They offer weekend appointments and have access to patient’s necessary details Patients has ring to own practice to book an appointment

**What is the extended access service?**

Extended access is additional access to your core primary care services. From 1st August 2018 when your patients need to see their GP, Nurse or HCA you can offer them a greater range of appointment times. These extra appointments are held at our Hub based at Oakwood Surgery, 856 Stratford, Sparkhill, Birmingham, B11 4BW. This Hub operated 7 days a week.

**Timings of appointments.**

* **Mondays - Fridays 18.30 - 20.00**
* **Saturdays 09.00 - 18.00**
* **Sundays 10.00 - 13.00**

**Patient records**

The Hub GPs have access to the patient’s full medical record, as long as the patient gives his or her consent. This means that they can receive personal GP care.

**What if the patient needs to cancel an appointment?**

If the patient wishes to cancel an appointment they will need to contact the registered practice to do this.

**SURGERY RELOCATION**

Mrs Agarwal informed patients that we should be moving back to our old practice by December. She also explained the reasons for a move to our temporary location.

**EPS**

Mrs Agarwal informed all EPS prescriptions need to be reviewed by staff who took the request. Patient can first check with their nominated pharmacy before enquiring. Eps prescription will also need 48 hours’ notice.

**ACTION PLAN**

* Overall patients are satisfied with our services and we will carry on improving where it’s necessary.
* We will continue to take emergency appointments until 9.15 so patients’ have longer booking times in the mornings.
* We will fit three members of staff to answer calls at busy times
* Poster display for patient information how to access their record for third party

***Meeting was adjourned at 2.00pm***