**Greet Medical Practice**

**PGG Microsoft Teams Meeting**

**Minutes**

**Held on Wednesday – 10/02/2021**

**Present at the meeting**

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| **Staff**  Mrs Agarwal – Practice Manager  Amarjit Kaur – HCA  Anwara Begum – Receptionist  Nosheen Kauser – Medical Secretary  Saima Ahmed – Receptionist | **Patients**  9019  11396  10389  4957  1690  7488  7563  10391 |

**PPG Meeting Agenda**

* Covid-19 appointment system
* Option 1 central prescribing service
* Flu vaccination
* Accessibility to the practice
* Covid-19 vaccination
* Social prescribing
* Services
* Screenings
* MJOG SMS reminders

Anwara welcomed everyone in attendance and went through the agenda of the PPG meeting.

* **Option 1 – Central Prescribing Service**

Patients are able to order their medication through the phone via the central prescription service. When they ring the surgery number 01217666113 they have an option to press 1 and they will be transferred to the central prescribing team. The patients have found this service very useful and are pleased to have this in place during the current pandemic. It is easier for patients to order their medication over the telephone and be sent to their nominated pharmacy for collection. We had discussed this point again with the patients as the staff have notice more patients are either coming in for prescription request or come in to collect the prescriptions. To reduce the risk of patients contracting Covid-19 this system is put in place to allow them to order their repeat medication from their home. We have advised all patients to inform us of their nominated pharmacy so we could send their medication to them directly. Patients have found this very useful especially in the current pandemic as they are able to order medication easily through the prescription service. Elderly patients are also finding this beneficial as they are high risk patients or shielding patients hence the service for ordering their repeat medication has made it a lot easier for them. Patients did mention at times the line for ordering medication can be quite busy we have advised them to try and ring after 12:00pm as the line maybe more busy in the morning than the afternoon. We will also mention this to the prescription service team to see what else can be done.

* **Coronavirus / Appointment system**

Patients have been informed of the changes due to coronavirus and how these will be implemented in the practice. We have changed the appointment system to telephone consultations and video calls. Patients have found this system a lot better and are able to speak to a GP when needed. We have also changed the appointment system to book on the day, we will prioritise elderly patient, children and any patients who are at risk. Appointments for the nurse and HCA will still go ahead as normal as long as the patient does not have any symptoms of Covid-19.

Patients would still like to see the GP face to face but understand due to the current pandemic it is difficult, for now are happy with the services provided. We continue to use AccuRx which is a system GPs and nurses can use to message patients, conduct video consultations & send SMS message with useful health links. Patients have been advised if they have changed their numbers to ensure they inform us of this so we can update the system so they can receive SMS from the practice.

* **Covid-19 Vaccination over 75 years**

The covid-19 vaccination program has now been implemented in health and social care settings and is being offered to patients who are over 75 years of age, housebound and vulnerable due to their health conditions. Patients over 75 years can ring the surgery and we will arrange for them to have the Covid-19 vaccine through our Smartcare team who will contact them. We are awaiting further news in regards to other at risk groups, once we have this information we will inform our patients in regards to the Covid-19 vaccine. Our Smartcare team are vaccinating our patients and they will be contacted by them in due course.

* **Services**
* **Bowel screening** – this is 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. We are contact patients to see if they have received the kits and have send them off if not we are putting in a request for bowel screening kits for them.
* **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. We are continuing to contact patients in this group to ensure they are maintaining their appointments and if they are cancelling we are re-booking them.
* **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. We are continuing to send out SMS messages to patients to inform them of the services they are due for so they can book this in.
* **Diabetic reviews** are set out on an annual basis every 3 to 6 months. Patients who are diabetic are offered an 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. Diabetic monitoring is important for patients and we continue to inform and book these patients in for their reviews.
* **Social Prescribing**

Our social prescriber Mahrukh has been working hard in the background arranging and gathering information on services for patients who require social support in the current situation.

Please see below a list of services that Mahrukh is able to support with.

**SERVICES AVAILABLE**

       Shopping Collection

       Medication Collection

       Essential Supplies

       Patient Transport

       Check-in & Chat

       Virtual Art Activities

       Online Resources

       Wellbeing Support

       Healthy Food Recipes

       Food Parcels

       Hardship Grants

       Befriending

       Relaxation Techniques

We are referring patients to the social prescriber who require further support and help during this time. Mahrukh is able to help with the service above and does regular check in with patients to ensure they are provided with right support and help.

* **Patients accessing the surgery**

Patient who are booked in for appointments to see a clinician face to face once triaged are advised to call the surgery on arrival as the main entrance doors at the surgery will be closed. We have informed our patients to wait by the window until a member of staff attends to them, as we will need their information to put them arrived so the clinical they are here to see is aware of their arrival.

**Patient comments**

* The current telephone system is working well and patient are happy with the system at present
* Option 1 has made it a lot easier to order repeat medication
* Patients have recommended getting a bell or calling system at the front entrance when they arrive.
* **MJOG Messaging system**

We are continuing to use the MJOG messaging system which 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 mobile numbers are up to date on the system so you could receive these messages. This has been relayed to the patients and will allow us to communicate with them more effectively.

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

**Action Plan**

* Having appointment slots 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 PPG meetings and informing patients face to face of the services that are available to them such as online access, booking appointments online and ordering medication.
* Keeping patients informed via SMS, posters and telephone of any changes during this time.
* Calling patients one to one to ensure they understand the importance of the services we offer and give support to patients who may need it.
* Displaying and advertising Bowel, Breast & Cervical screening in all clinical rooms for patient information and support.
* High frequent attenders audit carried out to provide more support to them via social prescribing referrals.
* Customer care training to be carried out by staff members.
* Interpreting service available to patients.
* Demonstrating how to complete any screening kits that patients may receive to support them.
* Screenings to be discussed in doctors meeting to further promote services to patients.
* Contact property service to get a calling system/bell at the front entrance for patient