**Patient Participation Meeting**

**Meeting**

**Held on 23.11.2022**

**Introduction (Present/Apology)**

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| Practice Staff Present:Mrs R Agarwal PMMrs A Kaur HCADipali Rahman ReceptionistSaima Ahmed ReceptionistFarida Hussain Receptionist | Patients Present: Emis no  12029 11450 11761 8729 8722 503529 1192 3879 |

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

 **Agendas**

* **Self-help leaflet**
* **appointment**
* **telephone line**
* **flu injection**
* **Social prescriber**
* **Breast screening**
* **Bowel screening**
* **Cervical screening**
* **Vaccination**
* **Online access**
* **Out of hours**
* **Smoking clinic**

Mrs Agarwal started off the P.P.G meeting by discussing by thanking everyone for attending.

**Self-help leaflet**

Mrs Agarwal introduced the meeting by explaining to the patient about the new self-help portal with help on common health issues. It is a new scanning system that has barcodes which you can scan for the information required. Patient will need to have a smart phone which can read barcodes. By scanning the codes patient will be taken to the relevant information page with help and advice for many minor services. Below are the list of elements covered:

* Viral skin infection
* Child fever
* Toddlers diarrhoea
* Tummy pain
* Cow’s milk allergy
* ADHD
* Anxiety
* Asthma
* Type 2 diabetes
* Depression
* Irritable bowel syndrome
* Chronic obstructive

**Appointment**

Saima thanked everyone on her behalf for attending and explained how important it was for their feedback. She explained how we improve on our practice through patient advice and suggestion. She asked the patient what we can improve on.

8729- Patient wanted the practice to bring back advance booking as they feel sometimes they cannot book appointment on a specific date.

8722- Wanted us to bring this up with practice manager to see if anything could be done about booking with a specific Dr. If they do require an urgent appointment patients are given priority.

Saima explained that she will be passing all this patient request on to the practice manager to review. Saima informed patient how we priorities small children and elderly patients when giving out appointment.

1192- This patient was wanting to know if there is any triage system available where Drs could triage patients on the day so they can priorities which patient to see first and the level of urgency. Saima explained we do not have this system available but we do ask patient for a little information before booking any appointments with the Doctors. Saima did explain the alternative was to 111 who can then triage their appointment to where they think is appropriate.

**Telephone line**

Patient were saying the time scale to book appointment where a little short because they found it hard to get through reception at 8.30am.

12029- Patient was informing Saima how she had to wait very long time on the phone during school drop off time only to be cut of mid call. She said this has happened on a few occasions which she was not very happy about. When asking the other patient regarding this no one else said they had this issue. This patient expressed her frustration due to lines being open at school drop off time.

**Flu injection**

The flu injection is available to all patient over 65 onwards and venerable patients. Careers can also book their flu injection also. We have both the nasal spray and injection for children ages 2 years and over.

**BREAST AND BOWEL SCREENING**

Saima explained patients who are over the age of 50 years old will be offered/ invited to attend breast screening. It is important that you do attend. There are many screening locations in Birmingham and patient can book their own appointment by calling the number provided which is 0121 3358050.

Bowel screening is offered to patients who are 60 years over. They will receive kit through the post. If they have any problems they need to contact the surgery and Amar will help with any queries. The number to call is 08007076060.

Cervical smear is offered to all women who are aged 25 to 64 years. They will be given an invitation by letter from the NHS screening. It is important to get screened regularly to prevent cancer.

**Vaccinations**

Saima explained how important vaccinations are for children and adults. All parents need to make sure their children’s vaccinations are up to date. Any letters sent appointments regarding immunisation should be discussed with the surgery first as sometimes the dates are not available.

**Online access**

Patient can access appointments and view their medication online through patient access. Patient will need to come in with an I.D and access will be given. Patient can also view their medical history and blood tests. Parents can join their children’s onto their own accounts.

**Out of hours/Smartcare**

Saima gave information on all the out of our services we have available for patient to access when they are finding it difficult to get hold of a GP appointment.

* Smartcare are open during the weekend and patient can book their own appointments by calling 0121203220
* Extended GP Access after 6.30 is a service available to all patients who require urgent Drs Advice when our surgery is closed. Patient will be directed to an out of hour GP who will be able to advise them on what to do next.
* 111 is available to all patients who need medical advice when appointment with GP is not available.
* Self Help portal is now available with help on minor medical issues- patient can scan barcode and get advice.

**Smoking clinic**

Saima informed all patient who want help with giving up smoking can get help from Amar who holds a clinic for patients. She offers all advice and medication to help with the quitting. Progress **Action Plan**

* **Display leaflets and posters at reception**
* **Staff will help and support to patients to join on line information.**
* **Practice will continue to improve towards screening by educating patients and sending reminders**
* **Bring up with Dr Jessica about advance booking appointment**
* **Hold more meetings with staff and Dr’s to deal with any issues patient bring up.**
* **Send any appointment and services reminders through Accu -RX.**
* **We have got more staff during busy times in the morning to improve accessibility.**

 **THE MEETING WAS ADJURNED AT 1.30 Pm**