**Patient Participation Meeting**

**Meeting**

**Held on 15th June 2022 at 1.00 PM**

**Introduction (Present/Apology)**

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| Practice Staff Present:Mrs R Agarwal PMMrs A Kaur HCADipali Rahman ReceptionistSaimah Ahmed Receptionist | Patients Present: Emis no 501391 9019 3223 5018374340 4333 928 1422 58803879 503330 501110 501111501111 928 501392 |

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

 **Agendas**

* **Breast screening**
* **Bowel screening**
* **Cervical screening**
* **Greet Urgent care**
* **Online access**
* **TB screening**
* **Option 1**
* **HPV vaccine**
* **Blood test result**
* **Appointments**

**Breast Screening**

Saima started the meeting by thanking everyone for their time. She started the meeting discussing the importance of screening. She explained Breast screening picks up early signs of breast cancer. Each patient will be getting invitation letter through the post and they can book their appointment from any of the screening centres available. If patient have not received any invitation we can give them the breast screening number from reception and patient can then book themselves where relevant.

**Bowel Screening**

Saima explained the importance of bowel screening. Patient will be sent a blue and white kit which they have to send once they completed their test. If patient are having any kind of difficulties doing this they can always contact Amarjit who will help explain how to complete the test. This is very important as it detects blood in stool and detects early signs of Cancer.

**Cervical Screening**

As with all the screening saima explained the importance of Cervical Screening. The screening picks up any cancerous cells and help detect infections. Patient will get reminders through the post from the Screening department as well as reminders from the surgery. We sent reminders through messages and telephone reminders. Patient can ring themselves if they are in doubt.

**Greet Urgent Care**

Patient can now book their own appointments through the weekend and bank Holidays.

If they require any emergency appointments during the week we can always book for patients when all appointments are taken at the surgery. Anyone needing emergency appointment during the week will need to book through ourselves.

**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.

**T.B Screening**

Saima explained how T.B screening was available to any patient who have been abroad or have recently come from abroad for the first time. Patient who are here for more than six months can have this test to detect TB.

**Option one Repeat prescription order**

Saima brought up the subject about the new prescription service that was available as many were still not using this service. If patient require any repeat medication they can save time queuing by pressing option one. For complex and acute medication they can always ring the reception to order.

**HPV Vaccine**

Amarjit explained more about the HPV vaccine that is available at the surgery. Patient will get reminders to book and will also get telephone reminders from the surgery too. Anyone between the ages 14- 24 can have this vaccination. This vaccination helps prevent cancer and infection.

**Blood test Result**

Saima explained patient do not need to panic regarding their blood result as a Dr will be reviewing all the bloods regularly. If anything urgent is requested we will always inform patients straightaway.

One of the patient asked if any results can be posted through the post instead and saima explained that we currently want to go paperless and we do not offer this option. Patient can always request for an online access account which they can view all their medical history and view any test results.

**Appointments**

Saima asked patients how satisfied they were with the practice appointment system and overall the patient were very satisfied. One of the patient wanted to know when pre booking appointment will be available for working people. Saima explained we can always pre book for exceptional circumstances where we can book in advance if needed. Our line capacity is at the moment 20 patient, and it is better to call regarding any issues rather than walk in and having to wait in line.

**Action Plan**

* **Display leaflets and posters at reception regarding screening**
* **Staff will help and support to patients to join on line**
* **Practice will continue to improve towards screening by educating patients and sent reminders**
* **Coffee morning to be arranged to educate patients.**
* **More appointment available online**
* **Educate patient more on option 1 prescription line**
* **Send text and telephone reminders regarding all screenings and injections**
* **Explain to patient regarding urgent out of hour care available for emergencies.**

**Living well**

Patients have been informed of the services provided by them. Self-referral or by GP numbers have been given to them.

**Low Calorie Diet**

Low Calorie diet programme we have started for diabetic patients. Practice has informed by the patients who are entitled to this programme. Information has been given to book an appointment with HCA for the programme.

 **THE MEETING WAS ADJURNED AT 2.00 pm**