Dated:11/09/2019

**Patient Participation Meeting**

**Meeting**

**Held: 11/09/2019 at 13:15pm**

**Introduction (Present/Apology)**

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| **Practice Staff Present:**  Mrs R Agarwal PM  Mrs A Kaur HCA  Anwara bibi Admin Staff, | Patients Present:  9019, 5781, 502590, 501825, 11233, 2458, 501392, 501797, 501410, 501408. |

**Approving previous Meeting Minutes and Actions from last Meetings (if any)**

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

Mrs Agarwal thanked everyone for attending the meeting.

Meeting was arranged for both the practice staff and the patient to offer a better patient experience. We wanted to hear the patient’s views on how to help us design a service that fitted in with all our needs.

**Agenda:**

* **Seasonal Flu Vaccinations**
* **Screening Programs**
* **FFT Survey and NHS Choices**
* **OTC Medication for minor ailments**
* **GP Survey response discussed and changes practice have made**
* **Online Access**
* **Emergency Appointments**
* **Opening hours and extended hours.**

**Our aims:**

* Encourage patients to use health services appropriately
* To educate patients, carers and the general public about the procedures and systems of busy inner city G.P Surgery e.g. repeat prescriptions, lost prescription, Telephone triage etc.
* To improve GP and other clinicians interpersonal skills.
* To improve GP survey patient satisfaction scores
* To decrease dissatisfaction patients have in the following areas:
* Access and waiting
* Information and choices
* Relationship between patients and GP

**Smartcare extended Access Appointments**

Mrs Agarwal had discussed the use of extended access appointments at the Oakwood surgery where patient are able to be booked in late evenings and weekend appointments. They are directly booked in by reception or they can phone the Oakwood surgery extended access number after 6:30pm and see if there are any appointments available.

**Opening hours and extended hours**

Extended Opening hours are from 8am to 8.30pm Monday

8am to 7.30pm Thursday

8am to 6.30pm Tue, Wed Fri

At Greet Medical Practice and Evening and weekend appointments at the Hub. This has reflected on the NHS national survey with an improvement of 8 to 10%.

It was discussed it is not always possible to book with clinician of choice on the day however there appointment are accessible for up to two weeks pre-booking online.

**URGENT APPOINMENTS**urgent appointment discussed if urgent appointment is warranted, patients to try one of the clinics listed above, walk in centre, phone consultations and also NHS 111, extended access and pharmacies.

Patients educated on the cost to the NHS for Accident & emergency, and to use alternative services before using A&E for minor alignments and problems such as dressing, cough colds. For these minor problem patients have been advised that they can go to pharmacies as well as walking centres and try OTC medication.

**Accident & Emergency**

Patients educated on the cost to the NHS for Accident & emergency, and to use alternative services before using A&E for minor alignments and problems such as dressing, cough colds.

Attendance of accident & emergency discussed, patients were educated and advised of alternative options available.

**Flu vaccination Programme**

Flu vaccination programme discussed with patients. Vaccine has been be available from 16th September for over 65 years, and from the 16th October for 18 to 64 year olds.

Patients informed that as we are in the autumn and winter season the flu vaccine is recommended. Information given to make patients aware to make them aware to have this done if they are suffering with chronic respiratory disease, asthma, chronic heart disease, chronic kidney disease, people aged 65 and over, carer, pregnant women chronic neurological disease, diabetes, or chronic liver disease.

**Dementia Carers Support**

Support for carers of dementia patients discussed , help is available for patients and carers from the local council, social services, Anyone with dementia is entitle to an assessment of their needs, also carers are entitle to a community care assessment. Home visit can be arranged for assessment if required.

**Prescriptions**

Repeat Prescriptions discussed patient group informed that no prescriptions would be taken over the phone; Prescriptions can be ordered via the following methods and would be available after 48 hours. Patients informed Prescription collection time has also changed and now will be between 2 -6.30. Patients to use the on line access service for ordering medication. Patient group asked if prescriptions could be given to them if they had an appointment with the doctor.

* Online request
* In writing
* Faxed
* Ordered via the pharmacy
* By post

**GP Survey response discussed and changes practice have made**

Results of the patient national survey discussed. Patients are not as satisfied with appointments received.

Patient feedback : Patients are finding it difficult to get through on the phone in the morning, they would like to see GP of their choice. Feel the care is good overall from the practice but would like more time with doctor of their choice.

Discussed actions the practice has taken as follows :

**New telephone line**

Patients informed about new telephone system being introduced. This should have call waiting and a 3rd telephone line for patients.

Patient feedback : patients very happy with call waiting option.

**Apps & Online appointments.**

Patients were informed about the use of the patient pack app where they are able to book appointments, see medical history and are able to order repeat medication. With this app patients will have easier access to the service and will enable them to book appointments as well keep track of their health. Patient were shown how to create an online account using dummy patient, and informed they can obtain their access details from reception once they have provided ID.

**NHS choices/Practice Website**

Patients informed that they are able to put their comments on to the NHS website or practice website [www.**greetmedicalpractice**.co.uk/](http://www.greetmedicalpractice.co.uk/)   
about the practice and there was also a lot of useful information recorded on their about services and clinics, patient group reports and were also able to complete the Friends & Family test Questionnaire online.

**PATIENT COMMENTS & FEEDBACK**Most of the patients were quite satisfied with the service they received and said the surgery had improved a lot.

Patients are happy with the communication between all members of staff and find the service accessible.

**ACTION PLAN**

1. Alternative Clinic’s – patients to be booked for available appointments at alternative Clinic to meet demand
2. Accident & Emergency – patient to be educated to use alternative services before attending A&E, leaflet
3. Leaflet on use of alternative services to use ie. Walk in centre, pharmacy, NHS 111
4. Immunisation – Patients to be target and offered the flu vaccination, MMR, pneumococcal and other services available
5. Repeat prescription collection – Prescriptions to be issued for Urgent requests such as hospital request, District Nurse request, patient that may need medication urgently.
6. Health Exchange –) Patients to be notified of service, Notice to be displayed in consulting rooms.
7. Extended Hours - Advertise more to patients for accessibility and patient demand.
8. Medication wastage – Posters to be displayed in reception and consulting Rooms, Patients to be educated on complying with medication usage
9. NHS choices – Website details advertised, given to patients for their feedback
10. Change the telephone lines so we have a queuing system in place
11. To set up the self-check in screen so patients are able to check in themselves.