**Patient Participation Meeting**

**Meeting**

**Held on 269th November 2019**

**Introduction (Present/Apology)**

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| Practice Staff Present:  Mrs R Agarwal PM  Mrs A Kaur HCA  Dipali Rahman Receptionist  Nafeesah Bibi Receptionist  Michelle James Project Manager(Digital access) | Patients Present: Emis no  501923 11450 4029 500783  501392 10389 3059 6577  519 12029 502700 9753 502699 |

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

**Agendas**

* **New Birmingham and Solihull Health app**
* **Booking online appointments**
* **New phone lines**
* **Practice accessibly**
* **Waiting time duration of booking appointments**
* **Social prescriber**
* **Flu vaccinations**
* **Over the counter medication**
* **Breast screening**
* **Bowel screening**
* **prescription**
* **National Surveys**
* **Christmas opening/ closing times**
* **Extended access appointments**
* **Mjog**

**APP TRAINING**

The new Birmingham Solihull app training was provided by Michelle James, she is the project manager.

Michelle explained that their aim was to get 25% of all appointments online.

O line Consultation by April 2020.

This is a new digital offer required by the CCG. They are working for a single solution by 2020.

The single offer is through BSOL HEALTH APP.

**How the app works:**

**She explained the Apps allow patients to:**

* Book an appointments to their local practice and hub
* View Medical records
* Order repeat Prescriptions
* Access Health Information
* Link account to others if appropriate

**The Apps has Symptom Checker Functionality –This takes the patients through a serious of questions and directs them to appropriate services within and outside of the practice**

**REGISTRATION**

* There is a two-step verification
* Patients will need to provide two forms of ID which they will need to present at the practice. One form of photo and one address ID.
* NHS login will be provided. We will need to give patient their own password. After that the surgery will have to approve their account.

**APPOINTMENT BOOKING**

The practice can decide on what appointments they want to put up, they have full control on what appointments they offer.

Patient can access the extended hub. By January they will be able to have an NHS Login. The patient can then register by phone verification.

**MEDICATION MANAGEMENT**

* Patient can view /order repeat prescriptions online
* They can view their acute medications
* Patients can view their information
* View details of their medical records
* Patients can request custom medication

**LIFESTYLE ADVICE**

* Blood pressure
* Cholesterol
* Weight management
* Smoking

**SELF HELP GUIDE**

**There is a self-help guild to help patient with few elements.**

* Antibiotics
* Diabetic
* COPD
* Hypertension
* Chronic Kidney Disease

**SYMPTOM CHECKER**

**There is an online symptom checker available to guide patients to the appropriate services.**

**There will be a series of 16 questions which will then direct you to the right appointment to book.**

**It will give you four appointment options.**

* Urgent GP
* Routine GP
* Emergency
* Self help

Patients were asked if there were any questions they wanted to ask Michelle.

Patient asked:

Can you have accounts for more than one family member?

You can only link young children to parent are accounts.

Carers can add patients they are caring by surgery authorisation.

Is it a good tool?

Once patient has tried they can see and decide.

**Does each member have to download the app?**

**Yes each member has to download the app but parents and carers can link their accounts.**

**Michelle explained that the app can be downloaded on a laptop and patient can use google translate.**

**Each member has to download the app.**

**Once the patient has had a consultation it will then save onto the Emis system automatically.**

**This is a free app and its data is fully confidential. Patient information will not be stored anywhere else.**

**Video consultation will be available on 2020 and it will have a strict criteria.**

**Amar took over with Mrs Agarwal to discuss the following agenda’s**

**NEW PHONE LINE**

**Mrs Agarwal asked if this services is better and the patient responded by saying they are happy with the new system.**

**There are still some technical issues which we are trying to solve.**

**CHRISTMAS CLOSER**

**Prescriptions need to be ordered beforehand by a few days during the holiday period. We will be closed on the 25th 26th and 1st of January**

**FLU VACCINATIONS**

**The surgery is offering flu injections to all aged children between 2 to 16 years of age. All patients with chronic or long term illness will also be offered the flu vaccination. Any children who have had their injections at school will be asked to bring in proof for our records.**

**SOCIAL PRESCRIBER**

**There is a new social prescriber her to offer any non-medical advice.**

**She will help you with many lifestyle and health issues too. As well as healthy lifestyle she can also help with money related issues.**

**Some of the services offered are:**

* **Health**
* **Weight**
* **Carers**
* **Meetings**
* **Sewing**
* **Social care**
* **Advice**
* **Fitness classes**
* **Cooking**
* **Walking**
* **Yoga**
* **Swimming**

**You can book an appointment with the social prescriber through us. She will be available every month on a Monday.**

**BREAST AND BOWEL SCREENING**

**Any patients that are over the age of 50 years to 70 yrs. old will be offered/ invited to attend breast screening. It is important that you do attend.**

**Bowel screening is offered to patients who are 60 to 69 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.**

**OUT OF HOUR SERVICES**

**We offer alternative appointments outside of the surgery.**

* **Extended access**
* **111**
* **Walk in centre**
* **Out of hours appointments here after 6.30 pm**

**Over the counter**

**Patients said they did not prefer the 111 as they were made to wait and were asked too many questions.**

**Mrs Agarwal explained many minor elements were available over the counter reducing appointment and waiting time.**

**Patient were advised by Mrs Agarwal when there is a long wait to inform the reception team if they have been waiting more than 30 minutes.**

**There are many appointments on the federation which patients can book as alternative.**

**MJOG**

**Text messages are sent out with reminders for patients who need services done. The patients agreed this was very good and beneficial to them. This is a new service through Mjog.**

**Blood tests are done at the hospital and it takes up to two weeks for results to come back.**

**NATIONAL SURVEY**

**Patient was advised to complete their national survey. They will be sent out random surveys which they can participate in. This will benefit us in gaining knowledge von where to improve. We have a practice survey which they can participate too. Patients were told to fill in and please return.**

**Practice New Phone system**

**Practice recently has the new phone this system has the call waiting queuing . Patients are quite happy with new phone system**

**Action Plan**

**1Organise clinic for social prescriber Display posters**

**2 Practice continue to encourage to patients use on line services or appointment if they cannot access 2 3 easily to phone as well get the repeat prescription, appointment on line. Can be use their own time.**

**4 Patient to use OTC Practice will continue to educate patients by face to face consultation or providing 5 leaflet and advertise on practice web or NHS choices**

**6 Practice will have system to implement 25% appointments on line**

**7 Patients to encourage to patients to acknowledge text massage send by practice and make 8 appointments services offer by reminder text massages**

**THE MEETING WAS ADJURNED AT 1.30 PM**