Dated:30th January 2018

**Patient Participation Meeting**

**Meeting**

**Held: 30 January 2018 at 12:45**

**Introduction (Present/Apology)**

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| **Practice Staff Present:**Mrs R Agarwal Mrs A Kaur HCA Admin Staff, Nosheen (Receptionist) | Patients Present:**9019**, 3059, **500313**, **5321**, **3681**, **505**, 5889, **2715**, 11068 |

**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.

**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

**CQQ Visit/Report**

Mrs Agarwal discussed with the patient group the recent CQC visit they had and report received with the comments and feedback. Group were informed that the practice had done good in all indicators and passed the CQC visit, improvement needed to be made for patient undertaking the national survey as the figures for this indictor was slightly low.

**National Survey**

Patients were educated to ensure that they complete the national survey questionnaire which is sent out to them by NHS England and the importance of ensuring this is returned. If they required help with completing this they could attend the surgery where a member of staff would assist them.

**Appointments/URGENT APPOINMENTS**urgent appointment discussed if urgent appointment is warranted, patients to try Fernley rad clinic , walk in centre and also NHS 111. 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.

**Accident & Emergency**

Attendance of accident & emergency discussed, patients were educated and advised of alternative options available, such as the walk in centre, pharmacy, NHS direct, badger or surgery before going to A&E to reduce unnecessary attendances and admissions for minor ailments, leaflet given to patients on the alternative services available to educate patients. Group were informed that the practice work very productively to meet patients demand for appointments and are commitment to ensuring patients use the correct services before attending accident & emergency.

Additional appointments are also available where patients can be seen at 1. River brook Surgery. 2. West Heath. 3.Fernely Medical Centre.

Practice is also offering Additional winter pressure appointments which they have signed up to with NHS England.

Mr M Sakhawat informed that patient is still struggling sometimes to get an appointment. Mrs Agarwal informed group that practice are trying to improve this and 2 new doctors will be starting in the near future.

**Use of alternative Services**

Patients educated to use alternative services first such as walk in centre, chemist, for cough/colds Some pharmacies run a minor ailment scheme, which means they can supply medicines for certain conditions on the NHS before attending Accident & emergency.

High risk patients are discussed in the practice in the multidisciplinary meeting, case manager meeting, and district nurse meeting to avoid patients attending accident or emergency or being admitting to hospital and ensuring they are cared for at home,

**Pharmacy First/NHS 111**

Patients educated and informed to use Pharmacy first as an alternative for minor ailments for cough, colds, headaches, insect bites etc. instead of attending the surgery.

**NHS 111** service which is available 24 hours a day can also be contacted for advice patients will be assessed by fully trained advisers who are supported by experienced nurses and paramedics. They will ask you questions to assess your symptoms and give you the healthcare advice you need or direct you straightaway to the local service that can help you best.

**Urgent Care Centre**

Patients were educated about the use of out of hours and how and when to use the service. Practice leaflet given with telephone numbers of alternatives as well address where they can get help when practice is closes. Patients were informed not to go to hospital for minor illness unless they have major a condition such heart attack, stroke or major injury.

**Well Being Scheme**

Neighbourhood scheme programme run at Springfield Centre where patients can attend and meet other in a group, undertake gentle exercises, crafts, reading, work outside in the in the community to help with their health and well being

**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

Wasted or unused medication is a growing problem within the NHS that patients can help tackle.

Unused prescription medicines cost the NHS in the UK an estimated £300million every year, Patients to ensure medication is not wasted, and comply with the prescribed dose. Group informed that a Log sheet is kept by the practice off all medication that has not been collected by patients and is documented on the patient’s record

* Don't stockpile medication - it is a safety risk for children and others who might take them
* Store medicines in an appropriate place out of reach of children

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Patients informed and educated that a medication review can also be undertaken by the pharmacist to ensure patient is taking medication correctly.

**BSC Report/Friend & Family Test Report**

BSC report and Friends & Family report data figures discussed amongst patients for their feedback and comments, the majority of the patients were happy with the practice. Staff communication and new Appointment system had been implemented and report showed that patients were happy with the improvements.

**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.

**Out of Hours**

Patients informed regarding the OOH service (Outside normal surgery hours) and that they can still phone the GP practice, but will be directed to an out-of-hours service when the surgery is closed. The out-of-hours period is from 6.30pm to 8.00am on weekdays and all day at weekends and on bank holidays. Patients to consider [calling NHS 111](https://www.nhs.uk/NHSEngland/AboutNHSservices/Emergencyandurgentcareservices/Pages/NHS-111.aspx) if they urgently need medical help or advice