Dated:24th January 2017

**Patient Participation Meeting**

**Meeting**

**Held: 25th October 2017 at 12:45**

**Introduction (Present/Apology)**

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| **Practice Staff Present:**  Mrs R Agarwal PM  Mrs A Kaur HCA  Anwara bibi Admin Staff, Simra Hussain (medical secretary) | Patients Present:  5294. 3524. 3480. 4735. 4321. 501791. 3059. 10159. 11481. 10157. 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.

**Agenda;**

* **Seasonal Flu Vaccinations**
* **Screening Programs**
* **A&E Attendance Avoid**
* **FFT Survey and NHS Choices**
* **Self-Referrals**

**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

**My Health Care**Mrs Agarwal discussed the Fernley Road Clinic, River Brook Medical Centre, West Heath Medical Centre and that patients who need to see a Doctor/Nurse can be seen at any of these surgery’s and not wait for a Drs Appointment at Greet. This service is to help with the appointment system ensuring as many patients that need to be seen are treated as soon as possible.

**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.

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**

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

**WALK IN MENTAL HEALTH**Mrs Agarwal informed everyone about the walk in mental health service we offer at the practice which patients can refer themselves to My Time or Forward Thinking, forms are available online or from reception.

**Flu vaccination Programme**

Flu vaccination programme discussed with patients. Vaccine has been be available from 13th September

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.

**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

**Medicine Wastage campaign**

The aim of the campaign is to ensure medication is not wasted and improve prescribing

During this process, the practice identified that patients are non-compliant with their medication or are over ordering excessive quantise.

Patients requested to inform the GP if there are any medications on their repeat that are no longer required or if the patient has stopped taking them so that they can be removed, as patient on many occasions when requesting medication only state full repeat required regardless of medication not needed any more.

**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.

**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. Bowel Cancer Screening program – Leaflet to be given to patients in language required.
4. Leaflet on use of alternative services to use ie. Walk in centre, pharmacy, NHS 111
5. Immunisation – Patients to be target and offered the flu vaccination, MMR, pneumococcal and other services available
6. Repeat prescription collection – Prescriptions to be issued for Urgent requests such as hospital request, District Nurse request, patient that may need medication urgently.
7. Health Exchange –) Patients to be notified of service, Notice to be displayed in consulting rooms.
8. Extended Hours - Advertise more to patients for accessibility and patient demand.
9. Medication wastage – Posters to be displayed in reception and consulting Rooms, Patients to be educated on complying with medication usage
10. NHS choices – Website details advertised, given to patients for their feedback