**Action plan meeting PPG**

**Dr MD Agarwal & J Agarwal**

**Greet Medical Practice**

**50 Percy Road**

**B11 3ND**

**Minutes of Meeting**

**Date: 19.04.17**

**Chairperson: Mrs Rukmani Agarwal (Practice Manager)**

**Staff Member:**

**Mrs. Amarjit Kaur- Healthcare assistant**

**Dipali Rahman- receptionist**

**Patient attended 9019**

**501187**

**5765**

**4321**

**12134**

**501186**

Practice manager has been discussed about the previous minute of meeting report as this is meeting of year start PM explain the group aim of meeting

**AIMS OF PATIENT PARTICIPATION GROUP**

* Patient Education – for Minor Alignment, Pharmacy, Walk in Centre, NHS Direct, has helped reduced unnecessary calls and appointment to the practice as well reduce accident and emergency attendance to hospital
* To encourage patient to use health services appropriately &alternative services within the community
* To decrees the rate of dissatisfaction patients have in Access & waiting – relationship b/w patient & GP
* Feedback from patients helps the practice for further development and improvement to deliver better pathways.
* Improve accessibility and better use of healthcare services provided by primary care.
* Introduce and introduction of new services which has been implemented in practice and future coming services and changes in Healthcare sector

**Appointments**

appointment system has been discussed with staff

Appointments have improved considerably. Fernley road appointment discussed and how patient shouldn’t be late by no more than five minutes.

**Poly pharmacy**

Anyone taking more than 15 medications at one time we offer this running clinic

**Health exchange**

Patient over 60 years of age we offer our health exchange services. High risk groups get called in and are given advice on health exchange services. Mrs Agarwal asked patient how the liked the service and patient said they were ok with the advice given. One patient told us on how she made an appointment with Albert for the first time and he cancelled without informing her. Mrs Agrawal said she will discuss this with Albert.

**Medicine management**

Patient informed about the new scheme on how to not waste medicine. How to only tick which

Medicine you need and advice to let Dr know if medication has been stopped.

**Asthma review**

Need to bring in inhaler otherwise nurse will not be able to do the review and you would not be able to be seen.

**Extended access appointment Fernley road**

Advice given on how not to be more than five minutes late and how to book appointments. Patients were very happy about the choice of going into Fernley road. Patients are very much happy with the DR’s there.

**Passport Sign and private letter**

Mrs Agarwal explained how in order for the Dr to sign the passport form it has to be clearly signed and the Dr has to know you for at least two years.

**Appointment DNA**

Patients were explained about DNA and how not to miss appointment in hospital as well as the surgery. They were given advice on how to let us know if the need to cancel appointment so appointments could be given to others.

**Smear refusal**

Mrs Agarwal gave advice on how if smear is refused patients need to sign a refusal form.

**Registration ( ID and Dr name NHS no) & allocated GP name**

New patient need two ID photo and address ID. Allocated GP name should be given to patients and anyone under 50’s age registered to Dr Jessica and over 50’s are Dr Agarwal name.

**Travel vaccination**

Patients given advice on to give 4-5 weeks before travelling to book appointments well before.

They were also given information on how to carry their card regarding their health with them when travelling and all their health documents.

**MMR**

Patients were given advice on the benefits on MMR and the importance of having it done and also what it prevents.

**Action Plan**

Appointment system – Practice will offer book an appointment to Myhealthcare if practice cannot offer or left any

Poster displayed to notify patients regarding ID and address to bring for their new registration staff given training how to handle what kind id can be ask from new patients

Prescription collection time and what information needs to take check before handling prescription order

MMR vac reminder will sent or receptionist will telephone and explain before booking

Heath exchange service poster has been displayed and inform patient if they needs to see health adviser