**PGG Meeting**

**Minutes**

**Held on Wednesday – 16/12/2020**

**Present at the meeting**

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| **Staff**  Mrs Agarwal – Practice Manager  Amarjit Kaur – HCA  Anwara Begum – Receptionist  Nosheen Kauser – Medical Secretary  Saima Ahmed – Receptionist | **Patients**  **11396**  **9019**  **9020**  **502911**  **887**  **2887**  **5781**  **9415**  **9417**  **5719** |

**PPG Meeting Agenda**

* Covid-19 appointment system
* Option 1 central prescribing service
* Flu vaccination
* Accessibility to the practice
* Covid-19 vaccination – over 80yrs
* Social prescribing
* Shingles vaccination
* Services
* Screenings
* MJOG SMS reminders
* **Coronavirus / Appointment system**

Patients have been informed of the changes due to coronavirus and how these will be implemented in the practice. We have informed our patients via SMS, Posters and telephone that is mandatory for them to wear face mask when they come into the practice to as per national guidelines. The practice door remains closed to reduce the risk of potential exposure to the practice. We have also informed our patients via SMS, posters and telephone when they arrive to the practice to call the reception to inform us they are here so we can let them in. Due to the coronavirus we have changed our appointment system to reduce the footfall of potential virus outbreak in the practice. We have changed the system to telephone consultations and video calls. Patients have found this system a lot better and are able to speak to a GP when needed. Patients would still like to see the GP face to face but for now are happy with the services provided. We are using a system called AccuRx which is a system GPs and nurses can use to message patients, conduct video consultations & send SMS message with useful health links. Patients have been advised if they have changed their numbers to ensure they inform us of this so we can update the system so they can receive SMS from the practice.

* **Option 1 – Central Prescribing Service**

Patients are now able to order their medication through the phone via the central prescription service. When they ring the surgery number 01217666113 they have an option to press 1 and they will be transferred to the central prescribing team. The patients have found this service very useful and are pleased to have this in place during the current pandemic. It is easier for patients to order their medication over the telephone and be sent to their nominated pharmacy for collection.

* **Flu Vaccine / Shingles Vaccine**

The flu vaccinations has now arrived and MJOG SMS message have been sent out to patients who fall into the categories to have the flu vaccine. It is essential that anyone who falls into the categories to have a flu vaccine gets this done to prevent them from developing symptoms of the flu. Patients are sent out SMS message on a weekly basis to remind them to book in for the vaccine as well as staff members educating them of the importance of the flu vaccine. We are providing vaccinations to those who are diabetic, people over 65 years of age; children aged 6 moths to 18yrs, any patients with chronical diseases. Shingles is a painful skin disease some people are left with pain lasting for years after the initial rash has healed. Shingles is also fatal for around 1 in 1,000 over-70s who develop it. The shingles vaccination is offered to patients between the ages of 70 to 79 years the shingles vaccine is expected to reduce your risk of getting shingles. If you do go on to have the disease, your symptoms may be milder and the illness shorter.

* **Covid-19 Vaccination over 80 years**

The covid-19 vaccination program has now been implemented in some health and social care settings and is being offered to patients who are over 80 years of age. Patient can call 0121 203 0333 and they will arrange and appointment for the patient to have the vaccination. The vaccination is only being provided to over 80 years at present we are awaiting further news in regards other at risk groups, once we have this information we will inform our patients in regards to the Covid-19 vaccine.

* **Services**
* Bowel screening if offered to patients from the age of 60 to 74 years, bowel screening kits are automatically posted to your home every two years and should be completed and sent back to the appropriate clinics. Screening can help detect bowel cancer at an early stage, it can also be used to help check for and remove small growths in the bowel called polyps, which can turn into cancer over time.
* Breast screening is offered to patients from the age of 50 to 70 years, breast screening aims to find breast cancers early. It uses an X-ray test called a mammogram that can spot cancers when they're too small to see or feel. It is important that patients attend these appointments to help prevent the risk of late diagnosis and treatment.
* Cervical screening is offered to patients from the age of 25 to 64 years, women from these age groups will be invited by letter to book in for a smear test. It is important for patient to book in for a smear test to help prevent cancer. Finding abnormal changes early means they can be monitored or treated so they do not get a chance to turn into cervical cancer.
* NHS Health Check is a health check-up for adults in England aged 40-74. It's designed to spot early signs of stroke, kidney disease, heart disease, type 2 diabetes or dementia. As we get older, we have a higher risk of developing one of these conditions. An NHS Health Check helps find ways to lower this risk. Hence it is important to book an appointment when the health check is offered.
* Diabetic reviews are set out on an annual basis every 3 to 6 months. Patients who are diabetic are offered an annual review to have blood test, foot check, urine test Etc. to monitor patients. It is important that patient book in for these checks with the health care assistant or the practice nurse.
* **MJOG Messaging system**

We are continuing to use the MJOG messaging system which is used to send out SMS messages to patients informing them of any services they need to book in for, text reminders of appointments. Hence it is important that mobile numbers are up to date on the system so you could receive these messages. This has been relayed to the patients and will allow us to communicate with them more effectively.

<https://www.england.nhs.uk/medicines/over-the-counter-items-which-should-not-routinely-be-prescribed/>

**Action Plan**

* Having appointment slots available in the morning and afternoon for children and elderly patients during the day.
* Informing patients of any new services that are in place by putting up posters, having annual PPG meetings and informing patients face to face of the services that are available to them such as online access, booking appointments online and ordering medication.
* Hand sanitising station for patients when they arrive
* Keeping patients informed via SMS, posters and telephone of any changes during this time.
* Calling patients one to one to ensure they understand the importance of the services we offer and give support to patients who may need it.
* Displaying and advertising Bowel, Breast & Cervical screening in all clinical rooms for patient information and support.
* High frequent attenders audit carried out to provide more support to them via social prescribing referrals.
* Customer care training to be carried out by staff members.
* Interpreting service available to patients.
* Demonstrating how to complete any screening kits that patients may receive to support them.
* Screenings to be discussed in doctors meeting to further promote services to patients.