**Action Plan Meeting PPG**

**Dr MD Agarwal & J Agarwal**

**Greet Medical Practice**

**50 Percy Road**

**B11 3ND**

**Minutes of Meeting**

**Date: 31st July 2017**

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

**Staff Member: Dr Jessica Agarwal**

 **Mrs. Amarjit Kaur- Healthcare assistant**

 **Dipali Rahman- receptionist**

**Mr Anwara Begum**

**Patient attended 7421**

**4231**

**4564**

**8023**

**1969**

**10989**

**9019**

 **6057**

**501**

**2458**

**4735**

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**

**Agenda**

* Flu Vaccination
* Shingles
* Appointment access
* Walk in centre
* Bowel cancer screening
* Breast cancer Screening
* Diabetic eye screening
* Asthma Review
* Health Exchange

Dr Jessica explained to the patients the importance of screening.

* **Bowel cancer screening**
	+ Patients 60+ will receive a Bowel Cancer Screening Kit through the post, it is very important these are followed through as people can have bowl cancer without symptoms therefor it’s very important to provide the samples for screening.
* **Breast screening**
	+ Majority of our patients all so do not attend breast screening, it was reminded to patients the importance of having this done, this is offered to women between the ages of 47-73, they will receive an appointment through the post, if for any reason they were unable to attend a number is available for them to contact to re-book (0121 623 6893).
* **Cervical smear screening**
	+ It is recommended a cervical smear screening is done every 3 years, this can be booked with the nurse ether at our practice of at Fernley road Practice.
* **Asthma**
	+ Patient with asthma were requested please book appointment annually for a review and to please bring their inhaler with them for the review.
* **Flu Vaccination**
	+ Flu vaccination will be available from September posters will be displayed and leaflets for patient information will be available.
* **Shingles:**
	+ Patients were informed of the free vaccination for 70- 79 year olds, to prevent shingles and educate them about shingles vaccination as older people are more likely to get shingle.
* **Appointments**
	+ Appointments future based, patients would like a reminder alert closer to their appointment date.
	+ Action – patient were reminded to update contact phone numbers as there is a system set to give patients reminder text messages for their appointments. Patients were also asked to cancel appointments that are no longer required to make them available for other patients.
* **Walk in centre**
	+ The walk in centre will be closing from the 31st July 2017. There is still advice available from NHS111 and out of hour’s clinics.
* **Phone Lines**
	+ Phone lines are very busy during booking times. Some patient have to try several times to get through and often find same day appointment have all been booked.
	+ Action – Patients were informed they can be booked in at Fernley Road if there are no appointments available with us. As for the phone lines being busy we are looking into adding an additional phone line but this has not been arranged yet, we do request that patient calling for blood results and other general inquires to please call after three as phone lines are generally more easier to get through.
* **Medication**
	+ Patients wanted to request medication over the phone as making two separate trips one to request and one to collect was not always possible for them, some patients work during these hours and another patient is a carer for her mother and does not always manage to make two trips.
	+ Action - Ordering medication over the phone is not available due to complication on orders as some medications can be misunderstood.
	+ There are three other option make requests online, EPS or speak to your pharmacist in collecting your prescriptions or for some patient we can make an exception about taking requests over the phone and arrangements can be made for certain circumstances.
* All requests for medication should be in writing to insure there are no mistakes or confusion on what is requested.
	+ Action – mistakes can be made by the staff and patients requesting medication there for we do request that patients bring the requests in in writing, that way nothing will be missed out or wrong medication issued.
* **Travel Vaccinations**
	+ Travel vaccinations have been an issue this year due to a shortage. Patients have been informed to please be aware of this and make arrangements well before traveling dates.
* Patients are requesting meeting times to be change.