**PGG Meeting**

**Minutes**

**Held on Wednesday 29/07/2020**

**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**  **9019**  **8312**  **3223**  **7879**  **3059**  **7781**  **3428**  **8294**  **4531**  **501052** |

* **Appointments**

Patients have informed us that the service has improved a lot from what it was before but there are some points for improvement. 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 received SMS from the practice.

Patients have also suggested having more slots available with familiar GPs as the patients feel more comfortable seeing the same GP if they have on going health issues. Being able to get appointments throughout the day in case of emergencies such as a child being sent home from school due to being ill Etc. the practice does have available appointments at the extended hubs that we offer to the patients if not available in the practice or alternative services such as NHS 111, out of hours or walk in centres.

* **Coronavirus**

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. Patients have suggested that we have temperatures checked at the door before entering the premises to ensure patients are well enough to come in. This will be implemented ASAP and a member of staff will be allocated to carry this out with PPE provided.

* **Birmingham & Solihull Health App**

This is another way patients can access their medical records online, book appointments here and at the extended access hub as well as ordering medication. Patients can access this site with on the link below and create an account. The BSOL App has been updated so patient can authorise their accounts themselves which will allow them access. Once they go into the app or on browser they will be alerted to register for an NHS Login once they have followed all the steps to register we will be altered on out admin portal and patients will have to be authorised by the practice. Parents or careers can also link accounts for children under the age of 13 years by following the instructions on the website. If patients have any quires about the app they can use the support centre within the link which will be able to help with their quires.

<https://app.birminghamandsolihullhealthapp.com/splash>

* **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 a 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.

* **Flu Vaccine**

We have informed patients that the flu vaccine will be coming in at the end of August and to book appointments in for them. 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.

* **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 which 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/>

* **GP National Practice Surveys**

We have informed the patients of the outcome of our surveys that was carried out, form our recent surveys we have been improved by having the telephone lines opened all day and having a member of staff answering from the back office. Patients have given positive comments and improvement points which are stated above of the appointments system and given positive feedback about the customer service provided. We have informed our patients to fill in the survey if they do receive it to provide the practice with both positive and negative aspects for us to enhance our service for the patients. Patients who do not speak English as their first language are finding it difficult when speaking to reception who cannot speak Urdu. Patients have suggested for reception staff if they are not able to speak the language to see which staff member can and transfer the call onto them for more effective dealing.

* **Referrals & Hospital service change**

Due to Covid-19 there have been major changes to the walking in services for the hospital. Bloods that are requestd for Birmingham Childrens Hospital are now required to have booked appointments slots to be seen. Patients have been informed of this via SMS, telephone and GPs will notify the patients of this. University Hospitals Birmingham have changed the choose & book appointments to advice & guidance. The consultants will review the referral and will either give us advice for further care or will ask for the patients to be reviewed in secondary care. There is a backlog of the referrals due to Covid-19 as the services where suspended for a while. This has been explained to patients who have been referred or are awaiting appointments from the hospital.

**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.
* Having temperature checks when patients come into the practice
* 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 the y 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.