**PATIENT PARTICIPATION GROUP MEETING MINUTES**

**Meeting Date: Monday 29th April 2024**

**Attendees:**

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| **Practice Representatives:** | **PPG Members:** | **Apologies:** |

Kirstie Hornsey JB (Chair) FW (practice)

Sue Scorer HB SF (practice)

WS KD

KE JP

CL

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| **Meeting Minutes** | | |
| **Item** |  | **Owner** |
| **1.** | **Welcome and Introductions**  The meeting was opened by the Chair. Members introduced themselves and KH passed on apologies from members and staff unable to attend. |  |
| **2.** | **Actions from last meeting**  Still to arrange for members to come into the surgery to show patients how to use the NHS app, SystmOnline and Online Services. One member said that they were happy to come in for a couple of sessions in May (one morning and one afternoon). FW/KH to email member with some dates and get something in the diary.  PPG members still to come up with ideas for noticeboard in reception. Any ideas welcome.  One member still happy to provide content for website regarding their healthy eating journey. Will think over the next couple of weeks about what they want to say and whether they wish to write or record something. FW/KH to contact member in a couple of weeks to discuss further. |  |
| **Action** | ***FW/KH to contact member regarding dates for May***  ***Member to come up with content for website***  ***Members to continue to think about ideas for PPG noticeboard*** | **FW/KH**  **Member**  **Members** |
| **3** | **Practice Update**  **Staff updates**  Gail, Practice Nurse has taken over the Medical Reports Administrator role alongside her nursing role, following the retirement of our previous MRA in March.We have also produced an updated statement of costs for reception to provide to patients when they submit private work requests.  We currently have an ST1 GP trainee on placement with us – Sudichya. She will be with us until August and can see most acute issues  Michelle, our First Contact Physiotherapist is now able to provide joint injections, meaning that patients shouldn’t have to wait long for an appointment. Dr Hussain will still be doing joint injections but Michelle being able to provide these means that some of his appointments can be freed up for other things.  West PCN has recruited a Mental Health Practitioner. We are currently awaiting information regarding which day of the week they will be working with us.  **Self Check-In Screens and TVs**  Following feedback from PPG, patients and staff we have now managed to update our self check-in system. The new check in screen is much more visible andpatients can either check in via the screen or scan the bar code and check in as they sit down.  We can add messages to the screen so patients know which waiting area they need to sit in and who the appointment is with.  We have also replaced the waiting room TVs.  The new system is cloud based and presentations are pre-designed or we can design our own and then send them remotely to the screens. This will be great for campaigns such as flu/COVID vaccines and also health promotion.  **BP Machine**  We will soon have a BP machine in reception that patients can use to monitor their own BP. The machine will print off a reading on a slip which they will then take to reception to enter onto their clinical record.  **Pharmacy First**  Building upon the Community Pharmacy Scheme, whereby patients can go to the pharmacy for advice on a range of minor ailments, Pharmacy First means that for certain conditions, rather than making an appointment with ourselves, we can refer via an e-referral to any local pharmacy.  Once the referral has been done the patient contacts the pharmacy to let them know that they have been referred and they will then be given an appointment to see the pharmacist who can assess and treat the conditions. They are able to prescribe antibiotics for these conditions. The pharmacist then sends us a document via email which details what they have seen the patient for and what the outcome was.  Patients can choose which pharmacy they want to go to and all local pharmacies are involved.  If the Pharmacy is unable to treat the condition they can signpost back to GP but most patients who are referred for these conditions do not come back to the GP.  The Seven Conditions Covered by Pharmacy First are:  Shingles (18 and over)  Sore throat (5 and over)  Sinusitis (12 and over)  Infected Insect Bites (1 and over)  Uncomplicated UTI in women (16 to 64)  Acute Otitis Media (1-17 years)  Impetigo (1 year and over)  **COVID spring boosters**  We have started our Spring Booster campaign for patients Over 75 and those with a weakened immune system.  **New Landlord**  For awareness - The building has been sold. This won’t mean anything for the surgery other than we have a new landlord. |  |
| **4** | **Appointments for Carers**  One member asked about appointments for carers when they are bringing their cared-for person along and wish to discuss a specific aspect of their care. It was highlighted that this can be difficult to do when the cared-for person is also there.  Solutions were discussed such as requesting a double appointment (where available) and the carer requesting a separate face to face/telephone appointment in the cared-for person’s name.  The importance of both the carer and cared-for person’s record being updated correctly to reflect their carer/cared-for status was discussed. KH advised that the practice maintains a Carers register. Patients can also choose to give third party consent for someone else to discuss their care/record on their behalf and this will be recorded on the front screen of their record so that all staff are aware that this is in place.  One member highlighted the online consultation service which can be accessed via the practice website and suggested that the carer could submit information via this service prior to an appointment, for the attention of the clinician. |  |
| **AOB** | One member asked about ear syringing. KH advised that the practice is not currently providing this service but that patients can access ear syringing for a cost via some local pharmacies or Specsavers.  ***Suggested date of next meeting (AGM) with be circulated with minutes****.* |  |