**Minutes of Patient Participation Group Meeting**

**Dr Nagpals Surgery**

**Thursday 05th September 2019**

**Practice staff present:**

Dr S K Nagpal

Dr N Nagpal

Zaheda Khatun (Senior Secretary)

Catherine Wood (Practice Manager)

Halima Akhtar (Practice Nurse)

**Patients present:**

AC, MR, JSU, AH, LT

**1. Welcome and Introductions**

CW welcomed everyone to the group and thanked them for their time.

**2. Apologies**

BT, SB, GR

**3. Minutes of Last Meeting**

* The practice has started to advertise the GP patient survey in different languages in reception and the importance of completing the survey. A slip of paper is also being handed to patients after an appointment to encourage them to complete the survey if they received one in the post. A text message to be sent to all patients regarding the GP Patient Survey.
* CW informed the group that the results of our own in house survey had been drawn up and were available in presentation format. Work to commence on common themes going forward. **ACTION: update on Action Plan at the next meeting**
* MyGp App is now up and running and a couple of the PPG members have it installed on their smartphone. They feedback as to how easy it is to use when booking appointments and ordering prescriptions. CW mentioned that unless you have the MyGP app then you will not receive text message reminders about appointments and you will not receive other text message communication from the practice.
* MR and GR raised a query as to sometimes when they write a message in the free text when ordering medication it is not actioned. After looking in to this further the problem is that the GP’s are coming into work in the morning and signing off the prescription before the reception staff are able to look for queries with the online requests. Therefore morning staff are making it a priority to look for requests that have come through online before the arrival of the GP’s. Hopefully this issue will now be resolved.

**4. Prescription and Workflow Hub**

CW gave a brief introduction to the PPG members on the prescription hub and the workflow hub.

**Prescription Hub-** This hub is based at Barbara Castle Way Health Centre. When patients contact their practices, their call will be redirected to the hub where specially trained staff will take the prescription request. This hub is intended to decrease medication waste as the hub staff will be able to spend the time needed to go through patient’s medication. Dr Nagpal’s is not currently one of the practices involved in the pilot of the hub.

**Workflow Hub-** This hub is again based at Barbara Castle Way Health Centre. At the present time hospital letters for patients are sent electronically through the NHS spine to the patients practice and then this is actioned by the practice staff. The intention of the hub is that the hospital letters are sent centrally to the hub and then actioned before being sent to the patients practice. There are currently around 4-5 Blackburn with Darwen practices in the workflow hub, Dr Nagpals practice is not one of them. The hub will hopefully relieve some workload pressures in GP practices.

There are a few teething problems with the hubs at the present time and as a practice we also have our reservations going forward. CW will update the PPG members going forward regarding any changes to these hubs.

**5. Evening PPG Meeting**

CW asked PPG members as to how they felt about trying an evening PPG meeting. This would be so that we could try to open up to a wider audience and hopefully encourage new members to join. The majority of the PPG members were not in favour of an evening meeting but a suggestion was made to see if there was any interest from patients and then perhaps alternative afternoon/evening meetings could be arranged.

ACTION: CW to see if there is interest in new patients joining and whether they would be able to attend an evening meeting.

**6. Practice Update**

* Dr Anu who was our long term locum GP is now a salaried GP at the practice.
* Dr Preeti Shukla who was due to start as a salaried GP in September, working 1 day a week, has had to delay her start date till around November. Dr SKN will pick up the lost sessions until she is able to commence her sessions here at the surgery.
* Receptionist Muslima who was only doing 6 hours a week at the practice has now left the practice.
* The extension is still ongoing but we are hoping that it will be complete in the next few weeks. The majority of the outside work is now coming to an end and hopefully the inside will start to come together pretty quickly.

**7. Patient Concerns**

A brief discussion was held on Brexit and the concerns facing the NHS if we leave on the 31st October 2019 with a no deal. There are obviously concerns over there not being enough medications in the UK due to shipping problems from the EU if there is a no deal. CW mentioned that she has not heard anything from NHS England in relation to this except that pharmaceutical companies have plenty of medication stock piled in case of shipping problems and will keep patients informed as and when necessary.

**8. Any other business**

Flu jab deliveries are due as follows:

Week ending 20/09/2019- 18-64 year old vaccinations to be delivered, 550 vaccinations ordered.

Monday 23.09.2019- 65 and over vaccinations to be delivered 350 vaccinations ordered.

Childhood nasal sprays will be available to order from the end of September and again there will be a big push on this to promote. As we are all aware we do not have a good uptake of these due to there being issues around gelatine being one of the ingredients in the product.

**ACTION: CW to give flu uptake information at the next meeting.**

CW also mentioned that we have our CQC annual regulatory review telephone call on 26.09.2019 at 9am. This telephone call is a new review that the CQC have implemented from April 2019. All practices that have received a previous inspection result of good or outstanding within the past 5 years will receive a yearly telephone call from the CQC inspection team and asked 19 questions. This will then be a yearly call with a formal inspection taking place every 5 years.

LT mentioned that she had a problem when attending for an x-ray on her knee at Barbara Castle Way Health Centre as she was advised that she should not have attended there for the x-ray to be undertaken. The x-ray still went ahead but LT was unsure as to why she should not have attended the health centre.

AC asked whether there had been a decrease in the amount of patients who are not attending their appointment. Unfortunately, there is still around 140-150 patients per month who are failing to attend. AC asked if we can have a push on this to try and reduce going forward.

**ACTION: CW to bring back to next meeting to discuss further.**

**9. Date and time of next meeting**

Thursday 21st November 2019 @ 2:30pm