**Minutes of Patient Participation Group Meeting**

**Dr Nagpals Surgery**

**Thursday 31st January 2019**

**Practice staff present:**

Dr S K Nagpal

Zaheda Khatun (Senior Secretary)

Catherine Wood (Practice Manager)

Halima Akhtar (Practice Nurse)

Clio Talbot (Student Nurse)

**Patients present:**

AC, GR, JSU, LT, BT, AH

**1. Welcome and Introductions**

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

**2. Apologies**

PE, SB, JS, Dr N Nagpal, MR

**3. Minutes of Last Meeting**

* CW informed the group that the extension plans have recently been granted permission by Blackburn with Darwen Council. It has taken longer than expected and we are now in the process of waiting for quotations to come in from contractors to commence the building work. However, there has been an issue with the disabled bay and where the new bay is going to be located. At the minute the council and highways agency has agreed for the bay to be located at the side of the extension between the new build and the perimeter fence. Unfortunately, we feel that this is not the right location for the disabled bay and therefore we are to appeal to change the location, hopefully onto the roadside. **ACTION: CW to update at the next meeting.**
* We have contacted TalkTalk in relation to extending the ring time on the 01254 699948 but unfortunately this cannot be done.
* Action plan to be drawn up on the outcome of today’s agenda item on GP Patient Survey.
* There were concerns at the last minute that the greeting message is misleading and directs patients wrongly. Dr N Nagpal has now recording a greeting message. Once the message has finished then the patient is to press 1 to connect to reception.

**4. GP Patient Survey**

The GP patient survey is sent out randomly to patients who are registered at the practice. The questionnaires are sent out by NHS England and results analysed and reported on the GP patient survey website. The website address is <https://www.gp-patient.co.uk/>. Please let me know if you are unable to get online as I can supply you with a paper copy if needed. We have just had our results made available to us from the period January 2018-June 2018 and we are disappointed in the amount of surveys that were sent back. Out of 422 surveys that were sent out only 86 were returned, giving a 20% completion rate.

GR mentioned that it may be worth looking to see the completion rate for other practices within the area. On comparing this with other GP practices within the area the completion rate varies from as low as 14% up to 35%. A discussion was had around how we could increase the completion rate and good ideas were put forward from the group including the surveys being available in different languages, contacting Blackburn with Darwen Healthwatch for their support and also for CW to discuss in future locality and practice managers meetings. It was agreed that we would use this as part of our action plan to increase the uptake.

On the website it gives a practice overview which shows what we are doing well in and what we could improve. Again, we scored relatively low in patient experience in getting through to the practice by telephone and also patients overall experience in booking an appointment. Patients overall experience at the GP practice was also lower than the local and national average of 84%, the practice scored 68%. Again, it was agreed that the areas that the practice could improve on would be part of the action plan for the practice.

On the positive side patients were happy that they get to see or speak with their preferred GP and that 65% of patients were offered a GP appointment when they requested to see a GP. Also, 97% of patients took the appointment that they were offered when they contacted the practice.

**Action: CW and ZK to work on action plan following these results and the plan to be distributed at the next PPG meeting.**

BT asked whether we have had an increase in online registrations. Latest figures show that we now have 1088 patients registered with online services. Out of those patients 244 have requested their prescription online and 226 have arranged an appointment online.

**5. Flu Vaccinations 2018/19**

CW gave a brief update on the flu vaccination season at the practice. We ordered 450 flu vaccines for patients aged 18-64 years. All these vaccines were used and we had to order further stock. At the present time we have vaccinated 498 patients within this age bracket. For the patients aged 65+ we ordered 350 and there is currently 30 vaccines left.

Unfortunately however we have again had very little uptake on the nasal spray for children. This is mainly due to the gelatine that is contained within the spray. Despite letters to parents, mosque leaders and community leaders all reassuring parents that it is safe to give the spray the uptake has been poor.

AH wondered if we had heard anything about a 5th strain of the flu virus that is currently spreading is South Africa and South America. CW has not heard anything from NHS England regarding a 5th strain but will update in future meetings if she hears anything.

**6. Practice Update**

Dr Nathoo who used to work on aTuesday at the practice has now left. Dr Anu will continue to do her sessions on Monday, Wednesday and Friday. Dr Ramesh has also now got regular sessions on Monday, Thursday and Friday.

Fatima has returned from maternity and is now working again on reception. Sumaiya is still on maternity leave and Muslima is covering that leave.

**7. Patient Concerns**

No patient concerns were discussed

**8. Any other business**

AH informed the group that there is a new Healthier Lancashire Project being rolled out to the public sector and NHS to tackle suicide and self-harm in males over the age of 50. There is funding available to be applied for ranging from £500-£5000. Further information about the project can be found at Blackburn with Darwen Healthwatch.

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

To be confirmed