Minutes : Rosewood Practice Patient Participation Group

Date: Meeting on Tuesday 15th November 2016

Present: NH GP, SS Practice Manager, SK Deputy Manager

PPG Members: BJ, OA

Apologies: JG, FOA and VA

SK Opened the meeting by welcoming everyone and thanking them for coming to the Practice PPG meeting also offering apologies on behalf of JG, FOA and VA.

**Flu and immunisation season update**

SK informed members that the flu clinics are running very well and that we will be offering flu vaccines until January. NH told the members we offering Influenz to children aged 2 to 5 which is a nasal spray also Sonia has started to provide this service. SK said that we will be soon sending letters out for the over 65s that need the Shingles vaccination. BJ asked about pneumonia vaccination and NH explained that we already provide this service and offer this to patients.

**Burden on NHS**

NH told PPG members that you may be aware that there is a burden on NHS and have seen it on the news. She said “Patients need to educate”, minor things such as coughs and colds can be dealt with themselves or with the help of the Pharmacy. We need to promote and advertise this as chemist can give travel advice, BP check, minor ailments meds etc. Patients should avoid going to GP and A&E for minor problems and seek help from Pharmacies.

BJ shared her experience of avoiding her mum in-law from going A&E by following simple measures and advice from GP to help her. This saved the NHS a lot of money. OA said people don’t care they just want to be seen and don’t worry about the costs of our NHS.

**Antibiotics update**

NH informed members that we live in an area with high rate of viruses. Patients are always coming in demanding antibiotics even when it’s not needed. Some patients have viral infection but still insist of needing antibiotics. NH informed members that she is deciding to purchase a machine which is £12,500 which shows if the patients has an infection or viral and if antibiotics are necessary. This will save a lot of money for the NHS also it is better for patients because too much antibiotics can make a person immune to it and will stop working for future.

**CQC Visit**

SK informed members that we still have not heard from CQC but they are in the Hackney are so we should get a visit date soon. CQC give two weeks’ notice so as soon as we hear from them, we will inform PPG members of the date and time so they can come in on the day as CQC like to ask questions to the members.

**AOB**

BJ told NH that the hospitals do not take back wheelchairs and frames from patients and it’s such a waste of money. NH was shocked by this and will look into this. SK said she thinks that hospitals don’t take back crutches as well which is also a big waste of NHS money. ND said she will update us on the information she finds out in the next meeting.

**Date of next meeting to be confirmed**