Minutes : Rosewood Practice Patient Participation Group

Date: Meeting on Tuesday 28th November 2017

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

PPG Members: BJ, DJ, MA, FOA, AE

Apologies: JG

SK Opened the meeting by welcoming everyone and thanking them for coming to the Practice PPG meeting.

**CQC visit update**

**Dr Hadid informed the PPG that we received a good report in all aspects of CQC requirement. She told everyone that we have published this on the website and on the notice board. All the members were very happy and congratulated the practice for all their hard work.**

**Views and suggestions of PPG members**

**Dr Hadid asked the members if they had any suggestions on what else they would like the practice to do or what other service they would like or what they would like to see in the practice which would be more helpful. DJ suggested if there could be a computer for patients to access the practice website and also to read any other health information while they are waiting to see the health care professionals.**

**BJ said that it would be nice to promote health wellbeing every month on the website eg, October stop smoking, January stop Alcohol, February promote heart health etc. The practice thought this was a very good idea and if an envisage coda could be installed in the waiting area this information could then be displayed on it along with other practice information.**

**Dr Hadid suggested installing an arrival system so patients could arrive themselves thus freeing the receptionist to deal with other queries. Sonia suggested a self-check-in health screen, where patients can check their BP, Height, weight which would record the results on the patients file and save time.**

**Dr Hadid asked the members to think about further options and ideas and let her know if they have any suggestions.**

**New Opening times**

**Our Practice is now open from 8am to 6.30pm every week day whereas before surgery was closed on Thursday afternoons. Between 8am to 9am the receptionist is available to book appointments and to deal with patient queries and also patients can drop their samples. On Thursday afternoon there is no GP on site but in case of an emergency the receptionist can contact the duty doctor for advice. There is a HCA who can provide services. Patients can also now be booked directly into the hubs on weekends and every day from 8am till 8pm if the practice is unable to offer them an appointment for acute problems.**

**Immunisation update**

**There is still a storage of Hep A and B. We are offering Shingles and Pneumonia jabs to our patients and continuing with flu jabs.**

**NDPP Referrals**

**The government has taken out a new programme called NDPP which is to prevent Diabetes. This is aimed at all patients who are pre diabetic (high risk of Diabetes), a blood test is done to determine if the patient is at risk of becoming a diabetic. The programme is offered to help patients from becoming a diabetic.**

**AOB**

**Dr Hadid said she spoke to the DN about how to send medical equipment back but unfortunately she still has not got an answer. BJ said Medequip are normally really good and if they provide you with equipment they are happy to come back and dismantle the equipment and take back when it is no longer needed.**

**MA said the online access does not show extended hours, Shahin said these are pre bookable appointments booked only by receptionists that is why. But we offer telephone consultations every week days where you leave your name and number with the receptionist and the GP will call you and if necessary she will book an appointment for you. The nurse has telephone consultations for travel vaccinations to free up appointments also the HCA has telephone consultations for any admin queries.**