Minutes : Rosewood Practice Patient Participation Group

Date: Meeting on Tuesday 26th March 2019

Present: NH GP, SK Deputy Manager

PPG Members: BJ, DJ, FOA, CA

Apologies: SS Practice Manager

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

**Fresh start for new financial year**

**Dr Hadid informed the PPG members we have achieved very well this year and hit our targets we would like to continue the good work this year. Our percentage for smears has increased we have reached our target. Many new things are coming, The new contract, NHS England are giving money to practices to employ their own Pharmacist, Physio and Social Prescriber, this service should hopefully start in June.**

**Extended hours hub**

**Sonia told the members from 01.04.19 our practice will be running the extended hour’s hub from 6.30 to 8pm on Mondays, Dr Hadid and Lelita will be running the hub. This is a neighbourhood service whereby if a patient can’t book an appointment at their GP surgery they can then book in a local hub whether it’s a GP appointment or Nurses.**

**Dr Hadid said these appointments are for any patients that are not registered with us but also our patients can use this service. The service includes face to face consultations, telephone consultations also appointments with the nurse. The 111 service can also book appointments in the hub for patients instead of sending them to A&E. This could save the NHS a lot of money.**

**BJ said queried if 111 is safe to use, because how do they know how serious the patient is. Dr Hadid said the calls are triaged, the staffs are thoroughly trained and they have a list of questions to go through.**

**All patients from other Practices seen in the hub get tasks sent to their GP if necessary to follow them up. Also GP’s can view the consultation if their patient has been seen in a hub.**

**New telephone system**

**Sonia thanked all the members for their approval for the money from PPG fund to be used for the purchase of the new telephone system Dr Hadid showed them our new telephones and told the members the funding was not enough but we put in the extra cost.**

**The system is working very well. The new number has been changed and advertised on the website, waiting area, led board, leaflets and prescriptions. When patients call the old number they will hear a recorded message with the new number.**

**The new systems allows patients to press a number for the service they want, eg to book an appointment with GP press 1. They will also hear music when on hold rather than the engaged tone and if the receptionist doesn’t answer the call after few rings then the call diverts to the back receptionist.**

**We can also use this service to send text messages to patients for health campaigns eg smoking data, so when patients receive the text and reply to the questions this information automatically goes into the patients file. We can send messages to all the patients with a click of a button.**

**We will inform the members of the progress of the hub.**

**Bowel Screening New Kit**

**From the 01.04.19 there will be new kits for bowel screening called the fit kit, this is a much improved sensitive test. The previous kit could show blood in the stools but this could be because the patient had meat that day but the new FIT kit is much more accurate.**

**GP’s can order the kit to keep at the surgery so if they are concerned that a patient may have bowel cancer they can give a kit to the patient.**

**FOA said why not send patients for colonoscopy, Dr Hadid explained we can’t send every patient that needs screening for colonoscopy because this could do unnecessary harm eg rupture the bowel. If the test is positive from the fit kit then we refer the patient for further investigation.**

**ECG Machine**

**Sonia updated the members and informed them she will be looking at prices for a portable ECG machine to purchase for the practice. There is no funding available but Dr Hadid would like us to have a ECG machine for the convenience of the patients and saving time for results etc.**

**Sonia said our future plan is to hopefully open a ECG hub for other patients to use our service for their convenience.**

**Vitamin D**

**All patients need to take vitamin D as part of their daily supplement we don’t have enough sun exposure and not many foods that contain vitamin D, so it’s important to spread the word. Dr Hadid said we will not do vitamin D blood tests anymore unless there is a medical reason or high risk of bone problem.**

**AOB**

**Sonia inform the PPG members our websites has a link for Diabetes calculator which calculates how high the risk is of the person becoming a Diabetic. All you need is a tape measure and you need to weigh yourself. Obesity is increasing rapidly which means more people are at risk of becoming Diabetic.**

**CA said she has problems with her online access, she can’t log on. Sonia said her password needs re-setting, the reception staff will help her.**

**Dr Hadid said the online access is not used as much as it should be, there are still lots of online appointments available every day.**

**BJ said there was an issue with her EPS as the pharmacy didn’t have stock, luckily the pharmacist gave her the script back so she could go to another pharmacy that had the stock. Dr Hadid said there is a shortage of stock.**