Minutes : Rosewood Practice Patient Participation Group

Date: Meeting on Monday 7th October 2019

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

PPG Members: BJ, DJ, FOA,

Apologies:

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

**Improving PPG**

**Sonia informed the PPG members that she has arranged a meeting on Thursday with Sam from Spark the difference. She will help improve the PPG make it more attractive, try to get more people to join, help us with new ideas even have a virtual PPG meeting if members can not attend.**

**Update on PCN**

**Dr Hadid told the members we are currently providing extended hours hub 3 days a week from 6.30 to 8pm. We are offering a lot of flexibility and trying to accommodate our patients as much as possible and providing GP, Nurse and HCA appointments to avoid A&E attendance.**

**Our neighbouring practices also offer extended hours services.**

**Employing a Pharmacist and Physio**

**Dr Hadid informed the PPG members we will be employing a Physio and Pharmacist soon. The pharmacist could do medicines reviews, see patients for minor ailments. There is a lot of demand for Physios so it will be an advantage to our patients’.**

**Flu Season**

**Shahina informed members that we have almost vaccinated all our over 65s. This year there was a change in the strain for over 65s, it was milder, so there have been no complaints from patients regarding the flu jab. The under 65 flu vaccine should be here by next week.**

**The CCG is taking flu very seriously this year as lots of patients died last year. Practices have to hold weekly meetings to see how their flu up take is so that they can improve and make sure we are vaccinating all our patients.**

**Cerner Portal**

**The Cerner portal will be updated so we can see social data and Rio. This will really help patient care as we will have up to date information for our patients.**

**Stop Smoking**

**Sonia told members we have launched our Stoptober campaign to motivate smokers to stop smoking. A text has gone to all of our smokers so fingers crossed.**

**Latent TB**

**2nd text reminder has gone to patients who fit the TB criteria to book for their blood tests.**

**AOB**

**FOA asked how often the pharmacist will come to the practice. Dr Hadid said we are a small practice so we think we will have the pharmacist once a week at the practice.**

**DJ asked if the nurse administers tetanus? Dr Hadid said the nurse will check the record first to see if the vaccine is needed then administer.**

**BJ said if we call 111 will they give us a GP appointment? Dr Hadid said 111 triage the call and sends patients accordingly.**