Minutes : Rosewood Practice Patient Participation Group

Date: Meeting on Tuesday 28th January 2020

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.

**Flu Update**

**Dr Hadid informed the members the flu campaign went extremely well for all age groups. This year there were no complaints from patients about getting flu like symptoms after taking the jab. The strains this year in the flu jab were very good.**

**Update on PCN**

**Dr Hadid told the members about the new contract with 7 practices working together as a network. We have our Pharmacist starting today with one session per week who can see our patients for medication review, minor ailments eg cold, conjunctivitis etc. The three practices will be sharing the pharmacist and this will take some workload off from GPs**

**Improvement Plan**

**Shahina said he CCG is giving money to practices for improvement. Last year we used the money for the new telephone system and the year before we used the grant for arrival system to improve access and free up reception time. We will receive £4,000 and would like to hear suggestions from the members on how to improve the practice. BJ said a new ECG machine would be a good idea, so patients won’t have to go to Homerton. Dr Hadid said what do you think about having a blood pressure machine in the waiting area for patients to self-use and the result will go on the system. FOA said it sounds like a good idea. Shahina suggested a portable TV in the waiting area for health promotion. BJ said it was a good idea as every month the Practice could then promote something new. This way the patients would also pay more attention to a visual screen and take in the information displayed rather than through posters displayed in the waiting area.**

**Patient Partner**

**Sonia spoke to the members regarding patient partner and told them she has put it on hold at the moment because there is software called EZ NAV which is sign posting software and this does not work hand in hand with patient partner.**

**EZ Nav**

**EZ Nav is used to triage patients and free up GPs slots. Receptionists are trained to follow a script and sign post patient appropriately. Sonia would like Dr Hadid to record a welcome message on the telephone system so patients feel their doctor has given them permission to speak to reception staff stating the reason for their call.**

**Digital Consultatiin / Group consultation**

**The idea behind group consultation is to reduce pressure on the nurse. Patients are invited as a group for example Asthma check and all checks are done one by one on all patients. While waiting to be checked they can speak to each other of their experiences and learn what works well and what doesn’t work well. It is also an opportunity for the patients to socialise and make friends.**

**AOB**

**Next meeting to be confirmed on 24.03.20**