**Patient Participation Group Meeting (PPG)**

**1.00-2.00pm on Thursday 8th September 2022 at Ladygate Lane Surgery**

**ATTENDEES**

**Patient Panel**

* **Maureen Betchley**
* **Susan Brenan**
* **Madeleine Smeets**

**Surgery Staff**

* **Alpna Chavda**
* **Denise O’Brien PCN Social prescriber link worker**

**Agenda**

* **Staff update**
* **Primary Care Network team & Confederation update**
* **PATCHS – Online service**
* **Vaccinations – Flu, Polio and COVID19 Boosters**
* **New Telephone system to be installed**

**Minutes of the meeting**

**Practice staff updates were made by Alpna Chavda**

Alpna Chavda Practice manager since April 2020

New receptionist Anjana Virdee and Kala Pandya May 2021

Practice has 4-part time receptionists and administrator

Dr Zahra Karim works on Mondays, Tuesdays and Thursdays

Dr NK is long term locum doctor who works on Mondays and Fridays

Dr SF is salaried GP who has recently returned to work from maternity leave in May 2022. She works Tuesdays and Wednesdays

**PATCHS on line service launched from 1st August 2022**

Patients need to register for PATCHS account via the GP practice website. Patients will be asked the enter email and set a password. Once registered the patient can access PATCHS by clicking the practice website or by opening the PATCHS app on their smartphone. Patient would log in by entering the email address and password. Patient would complete a simple questionnaire to help the GP understand their problem / request.

The questionnaire / request is sent to the GP who responds within 48 hours. The patient would get either online message or booked a telephone consultation or face to face appointment.

The service is used by the younger generation more than the older.

Dr Karim feels this system is clinically safe. Patients are able to complete the questionnaire in their chosen safe space making it easier to write down their concerns and specify their expectations.

This will be kept under regular review.

**Denise O’Brien Social prescriber discussed and described the PCN Network team roles -Social Prescriber, Clinical Pharmacist, Physiotherapist**

PCN consists of 11 local GP surgeries who are working together to deliver patient care**.**

Overall aim is most likely to become one centre with access to all the facilities. The PCN have started employing people who are able to offer common services.

They have employed a Social Prescriber who works with around 11 practices in the local area. This person is able to offer support to patients who would otherwise find it difficult to get the help they require.

The PCN has also employed Clinical Pharmacist. The main focus is supporting patients with learning disabilities and severe mental illnesses. They provide medication reviews and a thorough consultation regarding side effects etc. The review could take from 1-3hours.

The PCN has also employed an in house physiotherapist.

**Confederation provides the Out of Hours Services**

They offer GP appointments either face to face appointments or telephone consultation between 8.00am to 8.00pm every day of the week.

Also they offer Specialist Nurse Clinics etc. The nurses run specific clinics like asthma review, diabetes foot check, cervical screening etc. This is very popular for the patients that go to work and unable to attend appointments on Monday to Friday between 8.30am ad 6.30pm. We find the women prefer to go for their smear test at the extended hours hub which offers late evenings and weekend appointments.

The practice nurse mainly focuses on immunisations, dressings and health checks and travel vaccinations.

**Polio, Flu Vaccinations and COVID19 Booster**

Currently the practice is calling and recalling children under 9 years old for the polio vaccination.

From 27th September the practice is offering flu vaccination appointments to patients over 65 years old and those patient at risk. The flu appointments/ clinics start from 26th September and appointments will be available until March 2023.

The practice has sent list of all the housebound patients and the list of patients in the care homes to the NWL roving team. The roving team will contact the patients directly and book an appointment for home visit to carry out the flu vaccination and the COVID19 booster vaccination at the same time.

**New telephone system X-ON**

The practice is in the process installing a new telephone system called X-ON. Just waiting for the installation date. Some of the good features on this new telephone system are:

Informs the patient the number in the queue they are, whilst waiting in the queue. Also allows the patient has the option to select a call back without having to wait in the queue.

**Miscellaneous**

SB: Suggested that there should be the doctor name plate on the door, so that the patients know the name of the doctor they are seeing.

Action: Name plates should be inserted on the consulting room door at the beginning of the doctor’s session by receptionists.

SB: Suggested that when text messages are sent to patients, the text message should include the telephone number of the surgery.

Action: All staff to include practice telephone number when they send text to patients.

Suggestion by PPG members: To have a photo board in patient waiting room of all the staff at the practice and their roles.

Suggestion by PPG Group: To encourage patients to join PPG group, can the practice add something on the practice website?

Currently on the practice website there is a section where the patients can complete the form and submit to join the PPG Group. We also have posters in the patient waiting room to promote new members.

Action: Send out text message to patients to promote PPG group.

Next meeting TBC

Closure of Meeting