

## Minutes : Rosewood Practice Patient Participation Group

Date: Meeting on Tuesday 4th<sup>nd</sup> December 2018

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

PPG Members: BJ, DJ, FOA

Apologies: JG, MA

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

### Flu

**This year the flu vaccine is completely different from last year. Patients that who are under 65 are receiving the QIV, over 65 are receiving aTIV . We are encouraging all eligible patients to have the flu jab and explaining the importance of having the vaccine to protect themselves from getting the flu. We are trying to reduce hospital admission so offering the flu vaccine opportunistically.**

**FOA: said her husband got the flu in October with a bad the cough that would not shift. He went abroad and had beta and the cough vanished.  
Dr Hadid explained that our environment is very congested, the weather is not stable as it is hot one day and cold the next which makes people ill. Everyone has a busy lifestyle so immune systems are low; patients should avoid crowded areas also smoking areas.**

**We started offering the flu vaccines from 3<sup>rd</sup> week of September so patients would develop immunity from getting the flu The Schools are giving nasal influenza sprays to children to avoid outbreaks.**

**DJ : said people should wash their hands, mouth and nose and also put Vaseline on their nose to prevent pollen going into the nose.**

Housebound patients are given the jab by the district nurses who do all the home visits. We will discuss the results of the flu in our next meeting to see how successful this vaccine is.

We are in the top of CCG ranking for flu uptake .

### Hub / Neighbourhood

Hackney has set up a new model to deliver services in hubs eg travel, bloods, ECG, spirometry, obesity, dementia clinics etc. If we are over booked there are hubs which patients can access even on Saturdays. We are thinking of opening a neighbourhood extended hour's hub on Mondays so patients can have more access to seeing a

A Spirometer is very expensive so we thought it would be a good idea if we had a hub offering Spirometry service so every practice doesn't have to buy this equipment. Pulmonary rehab should be a priority as research has shown an improvement in COPD patient attending these clinics where exercises are taught to benefit these patients It is all about selling the service.

There has been a Measles outbreak in the Jewish community because they don't believe in vaccinating their children. This outbreak has caused panic in the community and there has been a demand for childhood immunisations. So the Childhood Immunisation hubs have been a great advantage to Practices.

BJ :said there has been a footballer's wife who is promoting the importance of having cervical smears so hopefully there will be more awareness and importance of getting smear tests done. Hackney is the lowest area for smear uptake, we hope patients would be encouraged by this advert to book an appointment. From the 12.12.18 patients will also start receiving text reminders to book their smear tests.

BJ :said pain clinic hubs would be a good idea as there is a lot of demand for this service. Sonia said we have a high rate of patients being referred to Physio for pain management GPs are advised to give patients print out of exercises to do to help with the pain or tell them what you tube video to watch for pain management .

## GP Patient Survey

Shahina handed out the results of our practice survey to all members of the PPG explaining that Rosewood Practice has done really well in all areas and showed improvement since last year. We were above the City and Hackney average as well as above National average in most areas and are very pleased with the results. The survey results have been published on our practice website and also displayed on the notice board in the waiting area.

## ECG

Sonia informed the members that she used to perform ECG on patients at the practice instead of them having to go Homerton Hospital. Patients were very happy with this service as it was very convenient saving them a lot of travel and waiting time. This was a very important service because not only did we have normal reports but also abnormal reports within minutes. We were able to treat patients accordingly as per their results. The ECG machine has not been working for a few months and is expensive equipment. Sonia would like to get a portable ECG machine as we are thinking of opening an ECG hub for the convenience of patients in the near future

The CCG has got a pot of money for practices needing equipment. Our Practice is keen to use this money to purchase an ECG machine and to install a new telephone system. All members of the PPG approved the purchase of a new ECG machine by the Practice to continue providing an in house ECG service

## Telephone Access

Our telephone system is very old and we need a modern telephone system with improved technology to improve telephone access. We have had a few quotes and it is costing more £5,000. After installation of the new telephone system the Practice will also install Patient Partner which is being funded by GP confederation. The installation date for the new telephone system is 29.01.2019.

The PPG members approved the purchase and installation of new telephone system as it would improve telephone access.

## **AOB**

**BJ said we should speak to Morrison, Waitrose or other supermarkets if they would fund us for any equipment. Dr Hadid said we are a small practice and this would be helpful but wasn't sure if it would meet the approval of the CCG.**