**Minutes of Patient Participation Group Meeting**

**Dr Nagpals Surgery**

**Thursday 18.01.2018**

**Practice staff present:**

Dr S K Nagpal

Adele Kay (Senior Receptionist)

Catherine Wood (Practice Manager)

Halima Akhtar (Practice Nurse)

**Patients present:**

SB, JSU, JS, BT, LT, YM (late arrival)

**1. Welcome and Introductions**

CW welcomed everyone to the group and thanked them for their time.

**2. Apologies**

LD, AC, MR, GR, AH, PE, BH

**3. Minutes of Last Meeting**

Dementia Champion

Unfortunately I received no interest in the dementia presentation and therefore it has been postponed until further notice. This is obviously disappointing but we are hopeful to attract patients to the dementia presentation in the future.

Minor Ailment Medication

CW updated the group regarding medication that is now to be bought over the counter rather than being prescribed on a prescription. This has been ongoing since Blackburn with Darwen CCG introduced the guidelines. It has been a struggle with some patients but overall patients are now understanding and becoming aware of the new guidelines and the need to buy medications to self-care at home. CW sent a text message out to all patients explaining the changes that are happening in practice. The text message included a link to the practice website so that the patients were able to obtain further information regarding the changes.

Nurse Appointments

Nurse spoke appointments are now available on Saturday and Sunday at Barbara Castle Way Health Centre for patients to attend for cervical smear appointments. These appointments are in addition to the ones that a patient is able to attend at their own GP practice but gives patients the flexibility at being able to attend a weekend appointment. In the future it is hoped that these clinics will be able to offer asthma review checks for both adults and children.

Flu Vaccinations 2017

AH mentioned in the September meeting that there is a lot of concern regarding the nasal flu uptake in the BME communities as they contain gelatine. Unfortunately we have again got a poor uptake and we are one of the lowest % uptakes in Blackburn with Darwen for uptake of the nasal flu.

Patient Concerns

BT brought it to the attention of the September that she had noticed that the Patient Online access screen had changed. CW mentioned that they are regularly updating and improving the service and therefore changes will be happening regularly in the future.

**4. Bethany Holden DESMOND diabetes education training**

Unfortunately Bethany cancelled the talk on the DESMOND training and therefore did not go ahead. Hopefully, she will be able to attend a future PPG meeting.

**5. Mr S Bhattacharyya, Chaperoning**

Mr Bhattacharyya is a patient at the practice and he is also a Consultant in Emergency Medicine at the Royal Blackburn Hospital. SB also has an interest in chaperoning and has been very keen to talk about chaperoning in previous PPG meetings but unfortunately he has not been able to attend. We were fortunate to have him at the meeting today and gave a brief overview regarding chaperoning at the hospital and what it involves.

Mr Bhattacharyya mentioned that there has been a rise in sexual abuse claims against healthcare practitioners working within the hospital. By using an appropriate chaperone it may protect the healthcare practitioner from false accusations.

CW explained to the group that in practice we also have the availability of a chaperone and details of chaperoning requests in all clinical rooms and reception. We have 3 members of staff that are chaperoned trained and have the necessary DBS check to be able to chaperone if required.

**6. Improvement Grant Funding**

We are currently in the process of obtaining quotes and submitting bids for funding that has become available from NHS England. We decided on 3 areas that we wished to apply for funding.

* **New staff and patient toilet**- This has been rejected as NHS England believe that refurbishing the “outdated toilet areas” is the responsibility of the partner of the practice and not that of NHS England.
* **New Seating arrangement in reception**- NHS England are still awaiting a further quote from the practice regarding new seating arrangement in the reception area. CW to update at the next meeting whether we have been successful.
* **Possible extension to the building**-The practice has also submitted 3 quotations to NHS England to a possible extension to the side of the building to create a training/meeting room. CW to update at the next meeting whether this has been successful or not.

**7. Patient Survey 2018**

CW updated the group that the patient survey needs to be undertaken again this year. Last survey was in 2016 and we had a good response from patients with handing out questionnaires to patients and also by asking patients questions via the booking in screen. BT mentioned that it would be a good idea to promote the survey via online access and maybe through text messaging. CW needs to look into this further to see if this can be done and will update at the next meeting.

**8. Action Plan 2017/2018**

CW updated on the following from the action plan:

**Promote Online Access-** This percentage is steadily rising and we are hoping to reach our 20% by the end of March 2018. CW and a member of the reception team are attending training on 23.01.2018 to help us to increase the number of patients online.

**Higher Uptake on flu vaccination 2017/2018-** Overall we have had less patients attending the pharmacy for flu vaccinations. At the present moment we have had 49 patients that have attended the pharmacy for a vaccination compared to 65 patients in the previous year.

**Undertake Customer Care Training-** All staff have recently had training and are up to date with their customer care training. CW mentioned that patient complaints are regularly discussed in practice meetings were appropriate and improvements and ideas are implemented as necessary.

**Patient Concerns-** This is now a regular agenda item for the meeting.

**9. Practice Update**

CW informed the group that Dr Al-Abadi had now left her post as salaried GP. There are now 3 locum GP’s who are covering her sessions. Dr Z Patel, Dr Nathoo and Dr Anu are now in post as locum GP’s. SB mentioned that he has worked alongside both Dr Patel and Dr Nathoo and highly recommended them both. SB asked the question whether we will be running any sort of diabetes clinic in practice now that Dr Al-Abadi has left her post. This is something that the practice needs to address in the future but in the interim Dr N Nagpal will manage the diabetic patients and refer on to GP with Special interest clinics if appropriate.

**10. Patient Concerns**

No patient concerns were addressed in the meeting

**11. Any other business**

No other business was discussed

**12. Date and time of next meeting**

To be confirmed