**Minutes of Patient Participation Group Meeting**

**Dr Nagpals Surgery**

**Thursday 13th September 2018 at 2:30pm**

**Practice staff present:**

Dr N Nagpal

Zaheda Khatun (Senior Secretary)

Catherine Wood (Practice Manager)

Halima Akhtar (Practice Nurse)

**Patients present:**

AC, GR, MR, JSU, LT, BT

**1. Welcome and Introductions**

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

**2. Apologies**

PE, AH, JS

**3. Minutes of Last Meeting**

CW updated the group that the extension has now been passed to Blackburn with Darwen Council for planning permission to be approved. This could take up to 6 weeks and CW will update at the next meeting.

**ACTION: CW to keep PPG members informed of the extension plans.**

**4. Patient Survey**

CW presented the meeting with the results of the Patient Survey 2018. 100 questionnaires were given out and 100 were returned to reception. Each question was analysed and a graph was produced so that the results could be interpreted in an easy read format. All the group were positive about the results of each question and a few actions and comments were raised.

* CW mentioned as to whether it is of benefit to have personal questions such as ethnic origin, employment status etc….. AC stated that these questions need to be asked as part of equality and diversity and by doing this discrimination is avoided.
* Questions 4 and 5 results did not reflect the general pattern of the other questions. On discussion with the group it was felt that there was a misunderstanding of the question so many patients left the question unanswered. Therefore we feel that this gave a false result and that in future patient surveys we need to be very clear on the questions asked.
* Question1 related to the ability to get through on the telephone. CW felt that this question would generate a worse outcome that what we expected. 66 patients scored the question excellent through to good with only 34 patients rating the questions as fair-poor. The ability to get though on the telephone was discussed in the meeting and majority of the PPG members found it difficult to get through to reception in the morning. MR and GR mentioned that they rarely ring through to reception and use patient access instead. AC stated that he feels that line 699948 does not ring for long enough. CW did mention that she has contacted Talk Talk regarding extending the ring time but they stated that this could not be altered. **ACTION: CW to contact and try to extend the ring time.**

Overall, we are extremely pleased with the results and at the next meeting we will focus on our surgery action plan for the forthcoming year.

**ACTION: CW to work with ZK to start forthcoming action plan.**

**5. Care Navigation**

CW explained to the group the role of the care navigator and its implementation into practice. All reception staff have been trained in the role of the care navigator and are now able to direct patients to the appropriate service. There are 5 areas into which patients can be directed and these are:

1. Minor Eye Clinic
2. Health and wellbeing
3. Dental Services
4. Community Pharmacy
5. Age UK

All of these services can be accessed directly without the need of seeing a GP in the first instance. Of course, patients have the right not to disclose information to the reception staff about their problem and can just be booked into a GP appointment in the normal way. By implementing the care navigation system it is hoped that it will free some GP appointments up for those patients who really need to see the GP.

**6. Flu Vaccinations 2018/19**

The flu vaccination programme has changed slightly for the 2018/2019 campaign. Patients who are 65+ will receive one flu vaccination and patients aged between 18-64 years will receive a different vaccination. The practice has ordered 350 vaccinations for the over 65’s and 450 vaccinations for the patients aged between 18-64. The amount ordered is slightly over what we administered last flu season so there will be adequate stock for the forthcoming season.

All 2-3 year old young children are entitled to the nasal spray once again and all children under the age of 18 who meet the flu vaccination criteria will be offered the nasal spray at the practice.

All children in reception through to year 5 at school who are not at risk are entitled to receive the nasal spray in school.

Babies who are at risk and are under the age of 2 years will have a separate flu vaccination that has to be ordered separately.

**7. Practice Update**

Dr SKN remains on sickness leave and Dr Ramesh, Dr Anu and Dr Nathoo are covering his appointments.

Fatima has now returned from maternity leave and Sumaiya has now gone onto maternity leave. Fatima has returned on fewer hours and therefore the additional hours have been shared amongst other reception staff.

No other business was discussed

**8. Patient Concerns**

No patient concerns were discussed

**9. Any other business**

AC mentioned that he receives regular patient information emails and was under the impression that these are sent from the practice. However, the emails are sent to patients who are registered for online patient access and AC was impressed to how informative the emails actually are.

BT is concerned that the patient telephone message is misleading as when you press 2 between the hours of 12-4pm for investigation results it states that the line is closed. CW mentioned that this has been a problem for a while and needs rectifying ASAP.

**ACTION: CW to sort this as ASAP**

**Update 18.09.2018. Greeting message has been sorted and now does not mislead patients.**

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

To be confirmed