



Patient Participation Group Meeting Minutes

11th Meeting

Saturday 8th December 2018

Present:

Practice representatives: Dr Hussain (AH), Zoubia Hashmi- PM, John Hagans-Nurse Consultant, Ashfaq Ahmad – Pharmacist, Saboor - HCA, Taiba Farooq - Administrator, Zainab Rahimi- Receptionist

Patient representatives: FK- PPG Chair, MR, AS, WA, ZF, SM, NF, IB, SB, and NH

Apologises: 12 patients

	Items	Actions
1	<p><u>Welcome and Introduction</u></p> <p>AH thanked everyone for attending the PPG meeting. Emphasised the importance of these meetings as the input from these meetings will ensure the Practice offers services relevant to our patients' needs.</p> <p>The PPG agreed that the previous minutes were accurate.</p> <p>More patients from all backgrounds and all ages need to join the patient participation group PPG.</p>	<p>Continue to encourage patients to attend PPG meetings.</p>
2	<p>Flu vaccines</p> <p>AH updated PPG members with the busy winter season, front line staff are doing well in order to bring the high risk patients for the flu jabs & health reviews. The flu vaccines will be offered until 31st March 2019.</p> <p>JH- Explained that patients with conditions such as asthma and diabetes that are at higher risk of getting flu should have their vaccination early in the winter season.</p> <p>MR & NF – Enquired whether the vaccination is free of charge for all patients.</p>	<p>FK, WA, NF & SB To help inform and encourage patients to have the flu jab.</p>

	<p>ZH- NHS prioritises those patients included on the risk registers. These lists consist of patients who have long-term conditions that make them more susceptible to flu. These eligible patients can have this vaccination for free. Other patients are advised to have their immunisation at a pharmacy. Fewer patients with flu will significantly reduce the demand on the GP surgery.</p>	
3	<p>Extended Access</p> <p>AH – updated the members that following feedback from PPG, the federation has taken this request seriously. Smart Care federation has now agreed to allow Practices to offer winter pressure appointments at their own premises for a period of 9 weeks i.e. from 3rd December to end of January.</p> <p>These additional appointments (between May and July 2018) were being offered at the fixed Hub in Sparkhill. However, the uptake for pearl Medical Centre was nil. PPG members felt that this was due to lack of travel arrangements and accessibility and previously suggested that we have the service here.</p> <p>ZF & NH – Enquired how many extra appointments will be provided.</p> <p>ZH- An hours' worth of these appointments will be available every day from Monday to Friday, meaning that a higher number of patients will be seen on the day. Although it may not seem much, it enables the surgery to deal with the demand and also increases patient satisfaction.</p>	
4	<p>Winter Season</p> <p>MR, WA – Understand that the surgery is under pressure during the winter. With the cold weather, children get ill, which is then passed around in school. The children then pass it onto family members.</p> <p>AH- Explained that the whole NHS undergoes heavy demand during the winter season. The busiest period being November to January.</p>	

	<p>Appointment for coughs, colds and flus must be cut down. Patients tend to make two appointments per household Which significantly reduces the appointments available to others. It also results in the morning/afternoon appointments being fully booked in less than five minutes.</p> <p>AA- Explained that patients need to understand that viral infections and illness cannot be treated with antibiotics. Also that pain relief medication that can be bought over the counter such as paracetamol will not be prescribed.</p> <p>FK- Suggested that it would be a good idea for PPG members to sit with patients and explain that they should try over the counter medication and home remedies first. It is pointless to book an appointment a few days after a cold/flu/cough. Have more self-care posters in the waiting area.</p> <p>ZH- If patients are unsure whether to book an appointment, call 111 for guidance. Explain the symptoms and they will advise on the best course of action to take and whether or not you need to see a GP.</p>	<p>ZH to arrange for more self-care posters to be put up in the waiting area.</p>
5	<p>Zero tolerance</p> <p>AH- Reported that the level of verbal abuse and threatening behaviour towards staff has risen yet again.</p> <p>FK – this behaviour is totally unacceptable and must not be tolerated. Patients need to understand that once GP appointments have been booked, other NHS services need to be used i.e. the walk in centre, 111 for medical advice.</p> <p>WA, IB, SB – Expressed their disappointment and agreed that it shouldn't be this way. Patients need to be understanding and realise that they can't get their way through demanding.</p> <p>ZH –Explained that there is a duty of care towards staff and patients. Staff members have a right to come to work without fear of violence or abuse. Continuation of abuse results in staff becoming stressed and in some cases need time off work. Verbal abuse, swearing, shouting and threatening staff is totally unacceptable. We operate a zero tolerance policy along with the whole NHS. This is</p>	

	displayed in the practice and on our website.	
	Next PPG meeting March 2019	