PPG Meeting

Date of meeting: 13.03.2020 2:00pm

Practice Representatives: Dr Hasan, Fahad Memon, KW

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| Standing Items: | | | |  |
| Minutes for PPG Meeting held in Community Room | | | |  |
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| Points Discussed | Raised by: |  | Actions and who to action: | Start/Deadline: |
| Meet and Greet Session |  |  | Introductions: acknowledged that Covid19 pandemic is being discussed in News and across the NHS. We will need to consider future virtual PPG Meetings. |  |
| Previous meeting minutes |  |  | Reviewed and agreed. |  |
| New Staff Changes |  |  | There are 2 new full time Physician Associates Lorena Lupascu and Fatima Adan thereby increasing appointment availability.  One new Admin staff Subida BalaKrishnan |  |
| Repeat prescription protocol |  |  | Discussed and advised that we are moving towards Repeat Dispensing methods and are working with the CCG Pharmacist and PCN pharmacist for Polypharmacy patients. This means patients who are on more than four repeat tablets. |  |
| DNAs and Appointments |  |  | There were 663 patient who ‘did not attend’ (DNA) since 13 December 2019. The Practice offers more than 2400 GP appointments. 80 for Nurses and 86 for HCA’s per month  7.29% patients did not attend their appointment and hence we are working on our DNA policy. The PPG agreed that a warning letter will be issued for patients with more than three DNAs after the GP has reviewed their circumstances. |  |
| Flu season |  |  | We are very pleased to say that this is the first time we achieved the National Flu target. The targeted population are patients over 65 years old, those with chronic diseases, pregnant women, carers and children aged 2,3.  This is due to the Senior Manager Fahad working very hard and setting up robust recall systems and protocols on the GP clinical system.  Flu jabs have been ordered for this forthcoming Flu season which will start again in September 2020. |  |
| Appointments |  |  | We are offering a mix of face to face and telephone consultations,  Due to COVID-19, we await guidance to change all appointments to telephone triage. Clinicians will triage first and decide clinically if they need to review the patient face to face.  Things are moving very fast so the NHS will adapt accordingly and we will be guided by this.  We have completed the Practice Business Continuity Plan and this has been approved by the CCG. Therefore, the Practice is ready to implement any changes such as remote working in order to provide continuity of patient services safely for patients and staff. |  |
| AOB |  |  | Zero Tolerance Policy was discussed.  Rude Behaviour – as we work on zero tolerance policy, we have a couple of incidents in the Health Centre and these are being addressed.  We are here to help everybody, and the P{PG agreed that rudeness and shouting is unacceptable.  FM announced that the next meeting date 12.06.2020 ad will be in held in the evening to give working people the opportunity to attend as agreed in previous meetings. . |  |
| Next Meeting |  |  | 12.06.2020 |  |