

Minutes of the Patient Group Meeting held on Friday 27 Sep 2024 in Meeting Room 2, Clifton Cornerstone.

Present: Katie Sturman (Practice Manager) Dr E Khondaker (GP), Anna-Marie Hemming (Practice Nurse), Sophia Thompson (Secretary) Patients – , Mrs S Hancock, Miss T Priest, Mrs P Rice & Mr J Rice,

Item	Discussion	Action
Introductions	Everyone introduced themselves and it was explained to patients that by signing the attendance sheet they agree to their name being on the minutes which may go to outside organisations and will be on the website.	
Minutes of meeting held on 24th May 2024 and Matters Arising	Everyone acknowledged they had received a copy of the minutes in the post from the previous meeting and they would all like a copy of this meetings minutes.	
Update since last meeting	<p>Katie updated everyone on the following:-</p> <p>Apologise we do not have the new phone systems that was promised for June 2024. There has been a problem with BT Openreach and the installation of the new cable which we are assured will be installed on the 26th September.</p> <p>We are still keen to move to the total triage system and we will let patients know when we can move over to this.</p>	
Staffing	<p>Dr Ward – is now back from maternity leave and will be doing more clinics soon.</p> <p>We continue to be a training practice and Dr Ahmad passed his exam and has now left the practice. Dr Purwar who was with us previously has now returned to complete his final year of training.</p>	
Thriving Nottingham	This is a free self-referral service. Reception and all clinicians are aware of what support Thriving has to offer and can refer the patients if they are unable to do it themselves.	

	<p>It was asked if support could be offered to patients who may need a little help attending these services for the first time.</p> <p>We have the social prescribing team who can offer support for a wide variety of issues such as attending appointments with patients, help filling in application forms, finding groups to join.</p> <p>The practice would need to make the referral to the social prescribing team.</p>	
GP+	<p>This is a service that can be offered out of hours of the GP surgery and is available through contacting reception and asking for a GP+ appointment. Appointments are available to book every Thursday morning for appointments based at NCGPA in Nottingham City Centre and Rivergreen Medical Practice on a Saturday morning if transport is an issue.</p> <p>We are currently undertaking a survey to get patient feedback on the services that can be offered under the extended access framework.</p>	
Flu Jabs	<p>Our first clinic is the 3rd October and we are offering appointments on Saturdays and in the week. If you do not wish to attend the surgery for this, please contact your local pharmacy to see their availability.</p>	
RSV Vaccine	<p>This is a new vaccine and is a one off. The virus is similar to getting the flu and hospitalisations are greater in older people. Invites for this vaccine have been sent via SMS and letter.</p>	
Shingles Vaccine	<p>This Vaccine is offered to people from 50 if you meet the criteria. For everyone else over the age of 70 this is available if you were 70 from 1st September 2023- 31st August 2024. Invites will also be sent if you are eligible via SMS or letter. You can also call the surgery to check if you meet the criteria, as the NHS is running a catch up campaign.</p>	

Feedback from patients

Blood tests:

When a SMS is sent to invite a patient for a repeat blood test it has been asked to provide what tests they are and who has requested this.

We feel as a practice we are not comfortable in providing additional information when we do not know who will be getting access to your SMS on the front screen of your phone. All these details will be on your medical notes, and you can ask reception when you book your follow up blood test appointment.

We are waiting for the NHS app to incorporate sending messages so the patients need to log in to see the message and then we can send more information over a SMS.

Regarding the automated message at the start of the telephone system, it was requested that the part regarding chest pain and to hang up and call 999, be put at the beginning of the messages as currently it is at the end. It was explained that the current system is out of our control, we can't change these around. However, on the new telephone system we have more control and should be able to manage these better.

Medication review - it has been requested to provide more notice on these as patients feel their medication is affected and would like to be more prepared for this.

We do these reviews to make sure our patients have the monitoring they need with a blood test or review with the doctor. The system stops you requesting online in order to prompt the patient to call reception, where the receptionist will inform the patient they are due a medication review and book the appointment and order the prescription. We will never see a patient go without their medication.

It was mentioned a patient has recently attended Spire hospital to have her operation due to the waiting lists at NUH and she received a fantastic

	service. She would like everyone to know if you get offered another hospital then to take it up.	
Date of Next Meeting	To be arranged in approximately 6 months' time.	Practice