

L.L. MEDICAL CARE LTD (AGARWAL & AGRAWAL PRACTICE)



PATIENT PARTICIPATION GROUP

PPG MEETING AGENDA

MONDAY 4TH NOVEMBER 2019

4PM TO 5.30PM

NO:	TOPIC	PRESENTER	TIME
1	Patient Participation Group – Welcome And Introductions	David	4pm
2	What is the PPG?	David	4.10pm
3	Progress Made From Last Meeting PPG, iPlato Survey Responses (October 2019), Autumn 2019 Immunisations Schedule, Travel Immunisations, PPG New Applications, Flu 2019/2020 Immunisation Program, GDPR And Other Policies	David and Debbie	4.15pm
5	Questions & Answer Session	Debbie, Dr Agarwal, CCG Representative	5pm
	END		5.30pm

L.L. MEDICAL CARE LTD (AGARWAL & AGRAWAL PRACTICE)



PATIENT PARTICIPATION GROUP

NOVEMBER 2019 PPG PRELIMINARY MEETING

MONDAY 4TH NOVEMBER 2019

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PATIENT PARTICIPATION GROUP - BACKGROUND INFORMATION

1. What makes a good Patient Participation Group?
 - Accessibility is open and a good communication between the GP and PPG.
 - Buddying up with other practices in terms of space management with regards to PPG meeting, workshops etc.
 - A good diversity in the PPG, in terms of race, age and sex.
 - A good sense of enthusiastic between the GP and the PPG members.
 - Understanding the patients view and building good communication between the PPG members and the GP.
 - A positive aim.

2. What information or support would be useful? E.g. guidance notes, template documents, development/training workshops/other?
 - Updated JX boards.
 - Fundraising
 - Posters organised around the practice and on the GP website.
 - Advertisement of the GP WIFI.

3. How would you measure the success of your Patient Participation Group?
 - Surveys (online and in-house).
 - Survey results (graphs and backup information).
 - CCI inspections.

4. What do you think this project should focus on over the next 6 months?
 - Keeping our GPs.
 - CCG communication – minutes and a publicised report available for patients.
 - To equalise the funding for all GPs.
 - Language translation (documents) for patients of all languages.
 - To build a network of PPGs.

WHAT IS THE ROLE OF THE PATIENT PARTICIPATION GROUP?

The patient participation group consists of patients who wish to be involved in the local practice whilst taking an active role in developing local health services.

The purpose of the group is to facilitate patients and the practice staff working together to share ideas to help improve the services offered at the practice in addition to sourcing out any local community services that would help enhance aspects of the patient's lives.

The group will also have the responsibility of helping patients to take more responsibility for their own health, the group also offers an avenue for patients to have a say in how services are planned, developed and evaluated to foster a good working relationship with the practice staff and GP's.

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PATIENT PARTICIPATION GROUP

WHAT DOES A PATIENT PARTICIPATION GROUP DO?

- Help improve on the experience of attending the surgery
- Help the practice decide on overall service priorities
- Helps bring the attention of practice staff, the practice perspective of the level and standard of the services provided
- Acts as a channel in communicating to patients
 - How changes in the NHS will affect service provision
 - Information on the help available, support groups and networks
- Helps patients understand more about the medical conditions/problems
- Helps improve patients overall experience of the practice

WHY SET UP A PPG?

Research tells us that effective engagement with patients;

- Improves quality of care and patient satisfaction
- Encourages patients as proactive partners rather than passive recipients of care
- Improves concordance with treatment
- Improves health outcomes
- Informs effective targeting of resources, saving time and money
- Is rewarding for professionals and improves relationships.

WHO ARE THE MEMBERS OF THE PATIENT PARTICIPATION GROUP?

The group will comprise of;

- Chair Person
- Secretary
- Treasurer (if fundraising is involved)
- Carer (s)
- Group members (patients from across the surgery representing the practice population)
- GP
- Practice Manager
- Nurse

WHAT THE PATIENT PARTICIPATION GROUP IS NOT ABOUT

The group will not deal with personal medical issues or individual patient complaints as there is already an existing procedure to handle such matters.

WHAT CAN ALL PATIENTS DO TO HELP THE PATIENT PARTICIPATION GROUP?

The patient participation group's effectiveness is engineering the mutual working together of both patients and the practice staff to achieve a common goal in the provision of the best possible service.

To achieve this end will require patients communicating with the group and practice staff as a whole.

ABOUT THE PRACTICE

The practice is family run with;

- Practice Manager (Debra Garey)
- Data Protection Officer (Radha Mutchuswamy)
- Scanning Administrator (Saif Askari)
- Administration Assistant (Bethany Higgins)
- Business Manager (Saba-Musonda Primo)
- PPG/Website Administrator (David Cook)
- 5 doctors (Dr Agarwal, Dr V Agrawal, Dr S Agrawa, Dr Uddin, Dr Ali)
- 1 nurse (Huda Mohamed)
- 3 Advanced Practice Nurses (Janet Aschkar, Valeria John Charles, Emirica Kangetsambo)
- 5 receptionists (Tina Brazier, Bushra Khalid, Rabia Tariq, Sandra Cole, Wendy White)

ATTACHED STAFF AT THE HEALTH CENTRE

They work in conjunction with the surgery under the NHS umbrella. They are not employed by Langthorne Medical Centre;

- Midwife - The community midwife helps to run the ante-natal clinic every week and offers advice through pregnancy, during labour and the post-natal period.
- Health Visitors - They run the clinics at the health centre and assist with child health education, prevention of illness and childcare as an assessment of children's development.
- District Nurses - They provide nursing care in the home for the disabled, bedridden and sick that needs nursing care. They also hold clinics in the health centre where they deal with dressing, wounds, ear syringing etc.
- Chiropodists- This service is free to over 65's, children, the disabled and diabetic patients. There is also a home visiting service for the housebound.
- Phlebotomist – This service is now booked online by the patient or booked via a kiosk in the Phlebotomists clinic. The Phlebotomist clinics are now ran at Silverthorne, and ST James practices. For more information on the opening times and booking online options please visit - <https://www.nelft.nhs.uk/services-wf-community-phlebotomy>
- Physiotherapist - There is an on-site physiotherapy service to deal with acute and chronic muscular skeletal problems. The waiting time is shorter than the hospital physiotherapy service and is appreciated by patients.
- Dietician - This service is for everyone who is having problems with diet and weight.
- Diabetic Retinopathy - This is a new service for diabetic patients.
- Consultant Outreach Clinics - There are several clinics in the health centre for Gynaecology, Diabetes, Orthopaedic, Paediatric, Dermatology, and MRI Scanning.
- Dentist - This is only available to the elderly, disabled and children who meet the criteria.
- Ophthalmologist/Optomist - This is only available to children only.

PROGRESS MADE FROM THE LAST MEETING

NHS PRESCRIPTION CHARGES APRIL 1ST 2019

This has been advertised on all notice boards and on the Prescriptions page on the website and on our NHS Choices page.

TELEPHONE LINES AND OPENING HOURS

This has been advertised on all notice boards and on the Appointment page on the website and on our NHS Choices page. Our practice leaflet has also been updated to accommodate this change and can be accessed from the New Patients page and on our NHS Choices page.

IPLATO SMS SURVEY RESPONSES (OCTOBER 2019)/FRIENDS AND FAMILY TEST

After an appointment, patients who have provided a mobile number are prompted via text, to complete a short question from the FFT – Would you recommend our practice to a friend or family member?, and if they wish to supply a reason for their answer.

Below are a few sample answers from the month of October 2019 to highlight some of the responses received, all iPlato submissions are treated as an FFT submission.

Key

Extremely Likely to recommend

Likely to recommend

Extremely Unlikely to recommend

Unlikely to recommend

Neither Likely Nor Unlikely to recommend

Don't Know



Date of response:	3/10/2019
FFT Response:	Extremely Likely to recommend
Comments:	As always Langthorne Health Clinic always provides an efficient and excellent service.

Date of response:	3/10/2019
FFT Response:	Extremely Likely to recommend
Comments:	The GP was very helpful.

Date of response:	7/10/2019
FFT Response:	Extremely Likely to recommend
Comments:	On seeing Ms Huda Mohamed, she was very informative and made me feel at ease – thank you.

Date of response:	10/10/2019
FFT Response:	Extremely Likely to recommend
Comments:	The service was prompt and my Dr had a clear understanding of my problem.

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Date of response:	18/10/2019
FFT Response:	Extremely Likely to recommend
Comments:	
Very good local practice, easy to get appointments in person or online.	

Date of response:	21/10/2019
FFT Response:	Extremely Likely to recommend
Comments:	
The staff are always helpful, with nice caring doctors.	

Date of response:	22/10/2019
FFT Response:	Extremely Likely to recommend
Comments:	
Non need, you have a good service	

Date of response:	3/10/2019
FFT Response:	Likely to recommend
Comments:	
The nurse was clear about information and answered all of my questions.	

Date of response:	8/10/2019
FFT Response:	Likely to recommend
Comments:	
The Dr was very helpful, I am not sure how to check in – I'm not sure if there is a machine, but the receptionist was very helpful do it was not a problem.	

Date of response:	22/10/2019
FFT Response:	Likely to recommend
Comments:	
My experience at the surgery was very good. The reception staff were very professional and helpful, the clinician explained about the vaccine side effects and she was very pleasant.	

Date of response:	8/10/2019
FFT Response:	Extremely Unlikely to recommend
Comments:	
Not really like before.	

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Date of response:	7/10/2019
FFT Response:	Unlikely to recommend
Comments:	
<p>No Dr's are available. Dr Agarwal and his wife are mostly off from the surgery, they are both off for 3 weeks and with only 1 doctor, who can't accommodate every patient, that not good if they are off from the surgery for a long time, they have to provide a Dr in their place.</p> <p>My dad had reactions to his medication and he his blood pressure was high. He is an asthmatic patient, I called the surgery but there were no Dr appointments available, then they gave me an appointment with the nurse, which is useless, she said the Dr needed to see me, but again, there were no appointments available, so I took him to hospital, where he is now.</p> <p>So please arrange to have more Dr's available at the surgery, so we are suffering, patients can't be seen on-time and they end of the day, we turn up at the hospital.</p>	

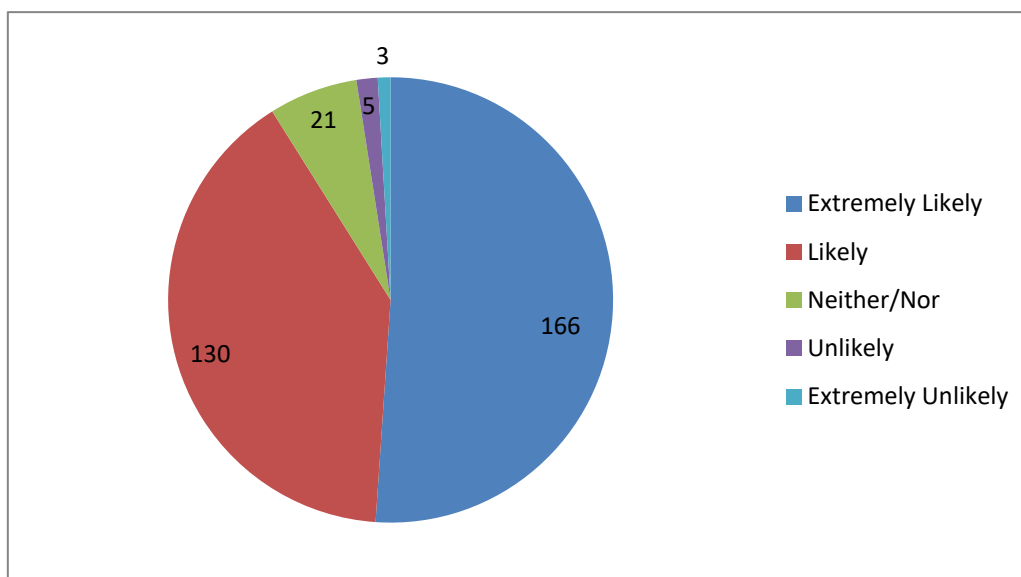
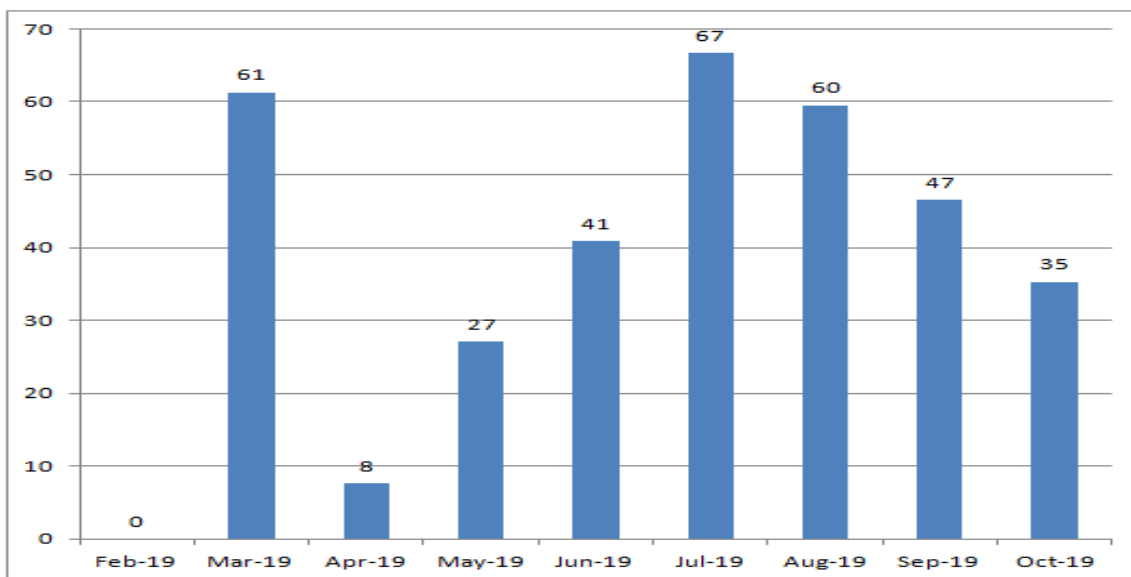
Date of response:	7/10/2019
FFT Response:	Neither Likely Nor Unlikely to recommend
Comments:	
<p>Was great initially, however there seems to be a lack of appointments available, except urgent ones, when we call up in the morning to make an appointment.</p>	

Date of response:	18/10/2019
FFT Response:	Neither Likely Nor Unlikely to recommend
Comments:	
<p>They don't spend enough time with patients.</p>	

SUMMARY

	Feb-19	Mar-19	Apr-19	May-19	Jun-19	Jul-19	Aug-19	Sep-19	Oct-19	Totals
Extremely Likely	0	20	10	28	10	25	26	20	27	166
Likely	0	10	8	38	11	10	15	23	15	130
Neither/Nor	0	1	8	4	1	1	1	0	5	21
Unlikely	0	0	0	3	0	0	0	0	2	5
Extremely Unlikely	0	0	0	1	0	0	0	0	2	3
Total	0	31	26	74	22	36	42	43	51	325
FFT SCORE	0	61	8	27	41	67	60	47	35	310
No of comments	0	12	17	18	0	0	0	0	40	87
% of Comments	0	39	65	24	0	0	0	0	78	207

PPG MEETING NOVEMBER 2019



The patient's seem to have a mixed view about the practice, spanning from good and bad comments about Dr's and nurse's with the majority swinging to positivity.

Appointments and booking appointments, seems to be ongoing, however both the reception and waiting areas advertise all the ways in which patients can book appointments;

- Calling or coming to the practice from 8am in the morning.
- Booking appointments online using Online Services (from an iPhone, Android Phone, PC/Laptop or other device).
- Booking appointments online using the NHS App (from an iPhone, Android Phone, PC/Laptop or other device).

The practice also provides Home Visits and private examinations

The use of a self-check in was also raised, but this has been confirmed previously with the high tier of management at the practice that the use of a check-in service will not be used with the practice.

THE PRACTICE

AUTUMN 2019 IMMUNISATIONS SCHEDULE

All notice board, the nurse's room and main reception now have the 2019 schedule on display, this is also available on the Clinics and Documents Library pages on our website.

L.L. MEDICAL CARE LTD (AGARWAL & AGRAWAL PRACTICE)
 LANGTHORNE HEALTH CENTRE, 13 LANGTHORNE ROAD, LEYTONSTONE, LONDON, E11 4HX
 TELEPHONE NUMBER: 020 8539 2858

Select Language Powered by Google Translate

NEW PATIENTS: Registration Form Go NEWSLETTERS: October 2019 Go PRACTICE LEAFLETS: English Leaflet Go

HOME NEW PATIENTS APPOINTMENTS CLINICS PRESCRIPTIONS STAFF YOUR VIEWS YOUR HEALTH POLICIES USEFUL LINKS CONTACT US

CARER'S FIRST OUR NURSES BLOOD TESTS IMMUNISATIONS TRAVEL IMMS MEASLES FLU (ADULTS) FLU (CHILDREN) SHINGLES ROTAVIRUS BLOOD PRESSURE FAMILY PLANNING MENB TALKING THERAPIES

IMMUNISATIONS
 The surgery provides medical services for all types of vaccinations and immunisations, including child and travel vaccinations. Influenza (Flu) vaccinations are offered to over 65 year olds, high risk patients, such as Asthma COPD, Diabetics and Heart Disease patients once a year from October to December.
 Children's immunisations start at 2 months of age. You will receive a letter reminding you when your child's immunisations are due.

The Complete Routine Immunisation Schedule from Autumn 2019

Age Due	Diseases protected against	Vaccine given and trade name	Usual Site	
8 weeks old	Diphtheria, tetanus, pertussis (whooping cough), polio, Haemophilus influenzae type b (Hib) and Hepatitis B	DTaP/IPV/HIB/HepB	Infanrix Hexa	Thigh
	Pneumococcal (13 Serotypes)	Pneumococcal conjugate vaccine	Prevenar 13	Thigh
	Meningococcal group B (MenB)	MenB	Bexsero	Left thigh
	Rotavirus gastroenteritis	Rotavirus	Rotarix	Mouth
12 weeks old	Diphtheria, tetanus, pertussis, polio, Hib and Hepatitis B	DTaP/IPV/HIB/HepB	Infanrix Hexa	Thigh

Documents Library

- Complete Registration Form MS Word
- Treatment Of Consent
- Online Registration Application Form
- Online Registration Application FAQs
- GDPR Policy May 2018
- Data Sharing Consent Form
- Re-Referrals Letter
- Self-Certification Form (SC2)

CQC REPORTS

- CQC Report August 2018
- CQC Report July 2017
- CQC Report November 2016

PATIENT PARTICIPATION GROUP

APPLICATION FORMS

- PPG Application Form 2016

PPG REPORTS

- PPG Report for May 2018-2019
- PPG Report for March 2017-2018
- PPG Report for March 2016-2017
- PPG Report for March 2015-2016
- PPG Report for March 2015-2011

PPG MEETINGS

- PPG Meeting for November 2018-2019
- PPG Meeting for May 2018-2019
- PPG Meeting for September 2017-2018

Friends and Family Test

PATIENT INFORMATION

- Blood Test Referral Form
- Healthy Eating
- Blood Pressure Advice
- Complete Immunisations Table Autumn 2019
- Annual Flu Programme 2018-2019
- A Guide To Malicious-risk Zones
- Flu Vaccinations
- Patient Information (PIL) For Flu Nasal Spray
- Flu in Children - 5 Reasons
- Patient Information (PIL) For Rotarix
- Patient Information (PIL) For Bexsero
- Patient Information (PIL) For Zostavax
- Repeat Prescription Letter
- Carer's First Referral Letter
- Antibiotic Guardian Leaflet
- Comments And Complaints Procedure
- Practice Statement Of Purpose
- GDPR Practice Leaflet
- PCN Map
- PCN Questions and Answers

PATIENT NEWSLETTERS

- April 2019
- May 2019
- June 2019
- July 2019
- August 2019
- September 2019
- October 2019
- November 2019
- December 2019
- January 2020
- February 2020
- March 2020

NHS FACT SHEETS JULY 2019

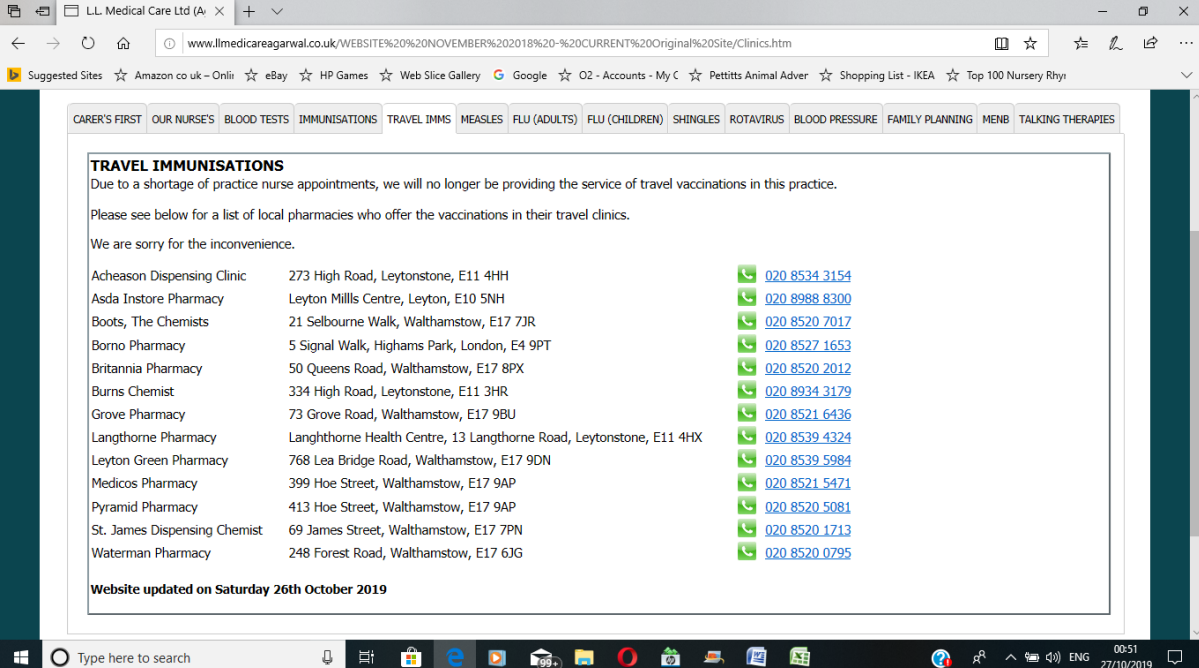
- Albanian
- Arabic
- Bulgarian
- Chinese (Cantonese)
- Chinese (Mandarin)
- English
- French
- Hindi
- Italian
- Lithuanian
- Polish
- Portuguese
- Romanian
- Russian
- Spanish
- Urdu

http://www.llmedicareagarwal.co.uk/Website%20Documents/PHE_complete_immunisation_schedule_autumn_2019.pdf

TRAVEL IMMUNISATIONS

Travel immunisations are no longer available from the practice due to nurse shortages. Patients have been advised due to information on the notice boards, the November newsletter, Travel Immunisations and NHS Choices page of where they can find a list of local pharmacies who offer travel vaccinations;

Acheason Dispensing Clinic	273 High Road, Leytonstone, E11 4HH		020 8534 3154
Asda Instore Pharmacy	Leyton Mills Centre, Leyton E10 5NH		020 8988 8300
Boots, The Chemists	21 Selbourne Walk, Walthamstow, E17 7DR		020 8520 7017
Borno Pharmacy	5 Signal Walk, Highams Park, London, E4 9PT		020 8527 1653
Britannia Pharmacy	50 Queens Road, Walthamstow, E17 8PX		020 8520 2012
Burns Chemist	334 High Street, Leytonstone, E11 3HR		020 8934 3179
Grove Pharmacy	73 Grove Road, Walthamstow, E17 9BU		020 8521 6436
Langthorne Pharmacy	Langthorne Health Centre, 13 Langthorne Road, Leytonstone, E11 4HX		020 8539 4324
Leyton Green Pharmacy	768 Lea Bridge Road, Walthamstow, E17 9DN		020 8539 4324
Medicos Pharmacy	399 Hoe Street, Walthamstow, E17 9AP		020 8539 5984
Pyramid Pharmacy	413 Hoe Street, Walthamstow, E17 9AP		020 851 6081
St. James Dispensing Chemist	69 James Street, Walthamstow, E17 7PN		020 8520 1713
Waterman Pharmacy	248 Forest Road, Walthamstow, E17 6JG		020 8520 0795
















TRAVEL IMMUNISATIONS

Due to a shortage of practice nurse appointments, we will no longer be providing the service of travel vaccinations in this practice.

Please see below for a list of local pharmacies who offer the vaccinations in their travel clinics.

We are sorry for the inconvenience.

Acheason Dispensing Clinic	273 High Road, Leytonstone, E11 4HH	 020 8534 3154
Asda Instore Pharmacy	Leyton Mills Centre, Leyton, E10 5NH	 020 8988 8300
Boots, The Chemists	21 Selbourne Walk, Walthamstow, E17 7DR	 020 8520 7017
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Medicos Pharmacy	399 Hoe Street, Walthamstow, E17 9AP	 020 8521 5471
Pyramid Pharmacy	413 Hoe Street, Walthamstow, E17 9AP	 020 8520 5081
St. James Dispensing Chemist	69 James Street, Walthamstow, E17 7PN	 020 8520 1713
Waterman Pharmacy	248 Forest Road, Walthamstow, E17 6JG	 020 8520 0795

Website updated on Saturday 26th October 2019

PPG MEETING NOVEMBER 2019

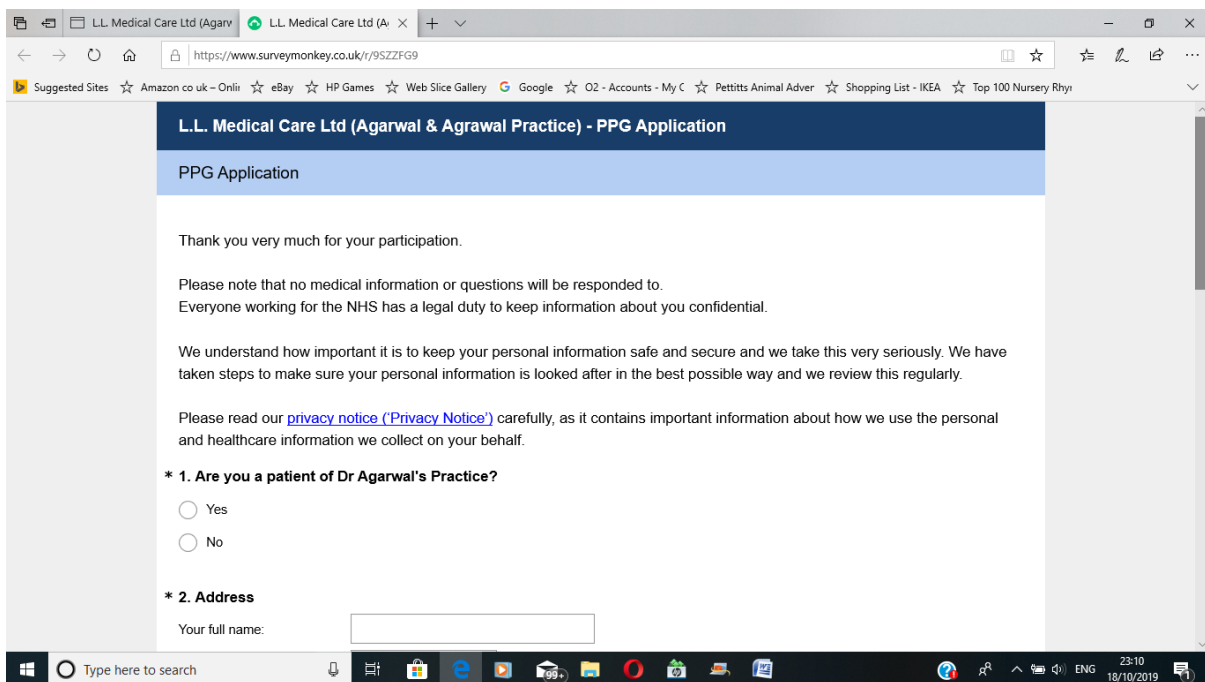


PPG NEW APPLICATIONS

New member applications have been received through the online registration with very few of them being patients of the practice, this was verified when David asked for confirmation of existing practice patients. Therefore both the online PPG Application and Application documents were now reviewed with the following question;

- – **“Are you a patient of Dr Agarwal’s Practice?”**.

The PPG Application poster will be reviewed with the above question made more clearer.



The PPG page also includes link to this document, and also a dead link ready for this meetings published minutes and feedback.

The screenshot shows a web browser window with the URL www.limedicaearawal.co.uk/WEBSITE%20%20NOVEMBER%202018%20-%20CURRENT%20Original%20Site/PRG.htm. The page content includes:

- WHO ARE THE MEMBERS OF THE PATIENT PARTICIPATION GROUP?** The group will consist of:
 - Chair Person
 - Secretary
 - Treasurer (if fundraising is involved)
 - Carer (s)
 - Group members (patients from across the surgery representing the practice population)
 - GP
 - Practice Manager
 - Nurse
- WHAT THE PATIENT PARTICIPATION GROUP IS NOT ABOUT** The group will not deal with personal medical issues of individual patient complaints as there is already an existing procedure to handle such matters.
- WHAT CAN ALL PATIENTS DO TO HELP THE PATIENT PARTICIPATION GROUP?** The patient participation group's effectiveness is engineering the mutual working together of both patients and the practice staff to achieve a common goal in the provision of the best possible service. To achieve this end will require patients communicating with the group and practice staff as a whole.
- PATIENT PARTICIPATION GROUP MEETING** Our next PPG meeting will take place on "Monday 4th November 2019 from 4pm - 5.30pm". Please confirm attendance with David or Debra at the practice. Feedback from the PPG will be available from the links below, after the meeting;
 - PPG Meeting Brief - 4th November 2019
 - PPG Meeting Minutes - 4th November 2019

On the right side of the page, there is a graphic for the **PATIENT PARTICIPATION GROUP** with the text: "Would you like to have a say about the services provided at L.L. Medical Care's Practice? L.L. Medical Care would like to hear your views. By collecting and completing an application form from our reception we can give you a short questionnaire for you to complete. All application and questionnaire forms are available online and can also be completed online. NEXT PPG MEETING - MONDAY 4TH NOVEMBER 2019, FROM 4PM - 5.30PM. PLEASE SEE A MEMBER OF THE RECEPTION TEAM TO REGISTER AND ATTEND. CURRENT MEMBER'S WILL BE SENT AN EMAIL WITH FULL DETAILS. PLEASE CONTACT EITHER DEBRA OR DAVID AT THE PRACTICE TO CONFIRM YOUR ATTENDANCE. Everyone working for the NHS has a legal duty to keep information about you confidential. The information you supply us will be used lawfully, in accordance with the Data Protection Act 1998. The Data Protection Act 1998 gives you the right to know what information is held about you and sets out the rules to make sure that this information is handled properly." The NHS logo is also present.

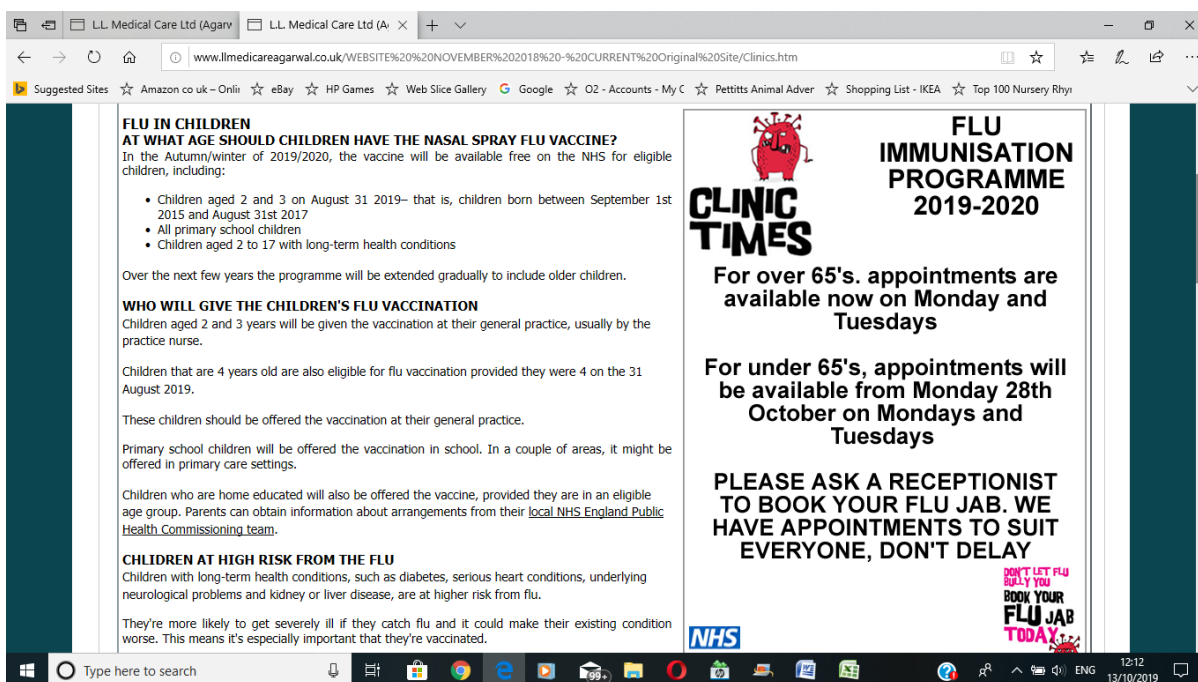
FLU 2019/2020 IMMUNISATION PROGRAM

Flu immunisations are now available from the practice nurse on Mondays and Tuesdays.

Over 65 year olds are able to book their appointments now, while those under 65's, will be able to book their appointments from Monday 28th October. All notice boards, clinics rooms and the reception have Flu appointment adverts up for all patients to see.

Updated information regarding the flu delivery to all age groups is now advertised on both Flu (In Adults) and Flu (In Children) is now available on the Clinics page on the website.

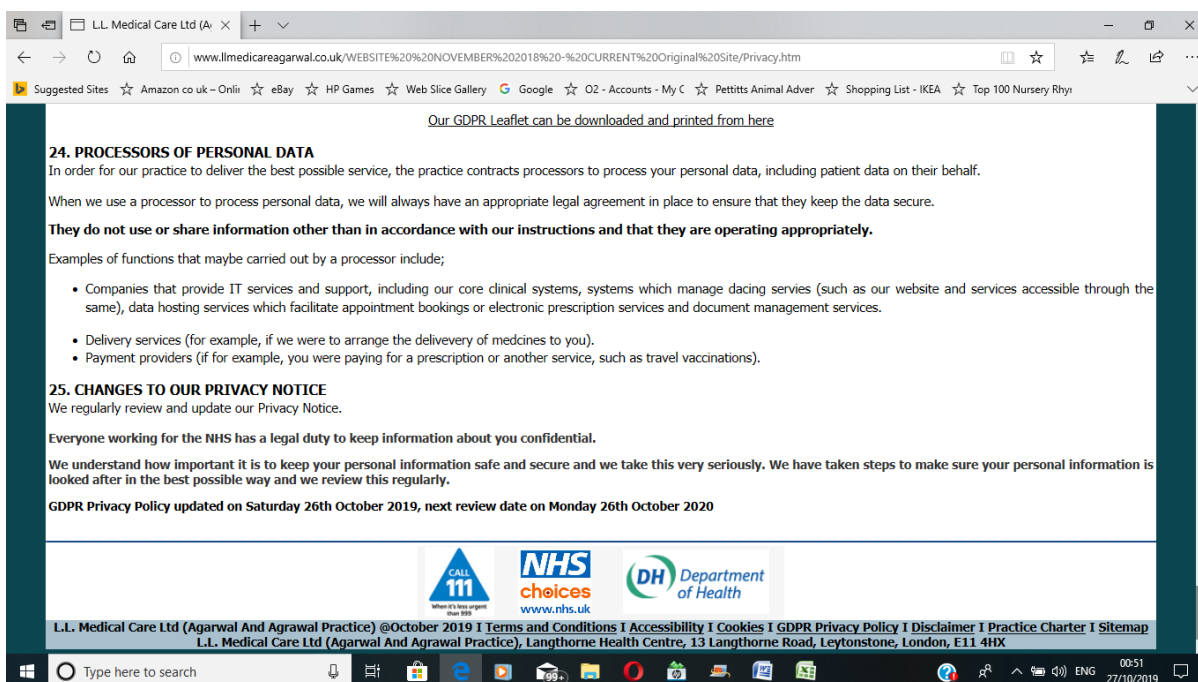
The screenshot shows a web browser window with the URL www.limedicaearawal.co.uk/WEBSITE%20%20NOVEMBER%202018%20-%20CURRENT%20Original%20Site/Home_Page.htm#. The page features a grid of service tiles and a large advertisement for the **CLINIC TIMES PROGRAMME 2019-2020**. The advertisement text reads: "For over 65's, appointments are available now on Monday and Tuesdays. For under 65's, appointments will be available from Monday 28th October on Mondays and Tuesdays. PLEASE ASK A RECEPTIONIST TO BOOK YOUR FLU JAB. WE HAVE APPOINTMENTS TO SUIT EVERYONE, DON'T DELAY." The NHS logo is visible at the bottom of the advertisement. Below the grid, there is a section for the **PATIENT PARTICIPATION GROUP MEETING** with the same details as in the first screenshot. At the bottom of the page, there is a blue banner that says "Contact your doctors online".



GDPR POLICY AND OTHER POLICIES

All policies were reviewed by the Data Protection Officer, who advised David on what to add to ensure that all patient information is handled in a more professional and secure way.

The following was added to the GDPR Policy to ensure that patients are aware of the above;



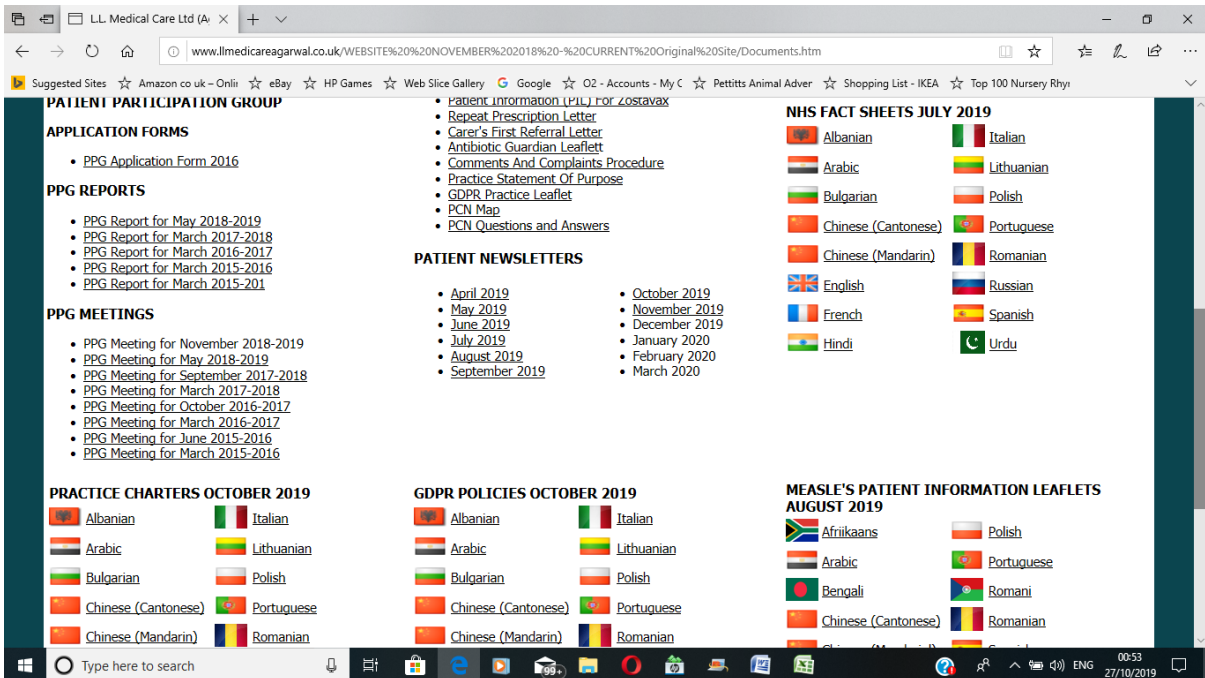
A folder of all policies will be printed off and stored in-house as well as electronically.

IMPORTANT INTERNAL LINKS

All links to our documents are available on the updated Documents Library and Sitemap pages.



<http://www.lmedicareagarwal.co.uk/WEBSITE%20%20NOVEMBER%202018%20-%20CURRENT%20Original%20Site/Sitemap.htm>



<http://www.lmedicareagarwal.co.uk/WEBSITE%20%20NOVEMBER%202018%20-%20CURRENT%20Original%20Site/Documents.htm>

IMPORTANT EXTERNAL LINKS

- Our practice website - <http://www.lmedicareagarwal.co.uk/>
- Clinics page on our practice website - <http://www.lmedicareagarwal.co.uk/WEBSITE%20%20NOVEMBER%202018%20-%20CURRENT%20Original%20Site/Clinics.htm>
- Our GDPR policy - <http://www.lmedicareagarwal.co.uk/WEBSITE%20%20NOVEMBER%202018%20-%20CURRENT%20Original%20Site/Privacy.htm>
- Our NHS Choices profile page <http://www.nhs.uk/Services/GP/Overview/DefaultView.aspx?id=36201>
- Flu Immunisations 2019/2020 Program - <https://www.nhs.uk/conditions/flu/>

ATTACHED DOCUMENTS WITH THIS MEETING AGENDA

- September, October and November Patient Newsletters
- PPG Application Form (Revised)