**Patient Group Meeting August 2023 Minutes**

Held at: 24.08.2023 @ 12:30 pm Open Door Surgery, Balham

Attendees: Dr Sudip Dutta B.K. S.S

Dr V K Mittal C.D. A.D.

Ben Taguba M.K A.S. R.S N.P L.H

1. **Flu vaccinations 2023-2024:**

We have started the new campaign and will start from 13.09.2023 for all patients.

* 1. 1600 flu vaccines ordered, 800 each covert.
  2. No Covid vaccines done in the surgery (Covid clinic will start from October 2023).
  3. Shingles -2 doses, 3 months apart (70-65 y).
  4. Flu jab & Shingles can be done together.

1. Patients are very happy with the Friends and Family test.
2. Discussed the new PCN’s and their roles and how it can help the patients in sorting out their needs. (Such as paramedic, pharmacist, social prescriber, mental health coach).
3. **Other services offered**: Diabetes clinic, phlebotomy, physiotherapy, mental health coach, local pharmacist.
4. New online triage consultations
   1. Allows patients to be seen by the correct clinicians
   2. Easy to use, and can gain more information which gets saved straight to the patient records
5. Referral to pharmacists
   1. Minor ailments that can be dealt with a pharmacists are referred as such
   2. No prescribing of antibiotics
   3. Eye ( no referral) pts to see opticians
6. In House Pharmacist
   1. Does medication reviews for patients
   2. Prescribes medication from hospital/ pharmacy or at gp’s request.
7. Blood Pressure Machines & O2 Sats probes
   1. We would like to encourage all patients to buy their own to self-manage their conditions
8. Home visit policy

Discussion about how to manage requests for home visits from non-housebound patients. Fortunately it is not a large problem at our practice.

1. Online appointments at hospital and GP surgery

All hospital appointments are to be booked by Choose and Book nowadays. Discussion about the frequency at which St George’s Hospital is cancelling and postponing appointments.

1. Appointment system –website details, how to use Accrx E-consultation message to request for medication, doctor’s letter, sick note.
2. For online access patients have to fill up the online access form and provide proof of photo id and once it has been done they will be provided with the linkage key and details.
3. New telephone system will be installed in a few months.
4. Childhood immunisation discussed and informed why the children should have it done.
5. Bowel cancer screening discussed and patients have been informed that they receive s a message with a link on which they have to access and book their own appointments.
6. Any new registrations of patients from Trinity Surgery will be registered only in Balham Surgery due to maximum capacity reached in Tooting Bec Surgery.
7. Data login will be done as per NHS guidelines.
8. **Group discussion** and comments:

By and large the patient group was happy with the way things have progressed over the past 6 months. No particular goals or targets mentioned.

Next meeting in August 2024.