



Patient Participation Group

Patient Participation Group Meeting Minutes Sept 2024

Attendees

Dr Sudesh Mittal	Ben Taguba	B.K.
Attiya Rasheed	A.D.	R.S.
M.B	R.R	

Meeting Commentary

GP Patient Survey

The PPG expressed high satisfaction, with positive comments, particularly regarding access, responsiveness, and continuity of care. The GP Patient Survey results were discussed. The GP Patient Survey Report highlighted that our practice scored the highest in these areas. Compared to last year, there was a noticeable improvement, including the time patients felt they spent with the GP. According to report 90% of patient had overall good experience with our GP surgery this year. Results showed that some patient felt uneasy to use the new website launch by NHS, explained to PPG that this new website system is same on national level to support the model of triage and to allocate workload.

New phone system

New phone system in place in surgery to keep all data e.g. how many calls received, dropped or missed etc. Most changes are on national level. This new system gives option to call back as well if patients got long wating queue ahead of them.

Total Triage

Reception will triage and book patient according to symptoms and need for example musculoskeletal problem with physio, prescription issue with pharmacist. Reception/Admin staff direct patient to relevant clinic. Some referrals not accepted by GP as it has to be from

specialist e.g. for eye problem optician need to see patient first so they can't get referred to right clinic. Surgery have accurx message of optician list.

This total triage service will help patient to book with appropriate services to save their time and GP's appointment for more needy patients and will help them to get referred urgently if required.

Flu and RSV Vaccine

Flu season will be starting next month, and vaccine will be available after 3rd of October. Flu vaccine given in cold months are more effective. Only kids and pregnant patient will be vaccinated in month of September. If patient got vaccine from pharmacy then patient record will be updated.

New Vaccine RSV (Respiratory syncytial virus, it leads to pneumonia and bronchitis) is available for patient older than 75 to 80 and also for pregnant ladies, basically it's an age related vaccine.

Pharmacy First

Accessing/ referring to pharmacy first services. Pharmacy can prescribe medication for 7 conditions and even the antibiotics. These conditions include sore throat, sinusitis, shingles, uncompliate UTIs etc. List of condition expect to increase in future. Patients need to see pharmacist for minor illness. If problem not sorted then patient can see GP next morning in walk in clinic.

Also discussed in meeting that, GP can't prescribes over the counter medication any more e.g. some creams, Gaviscon or other OTC medication. Patient can have them directly from pharmacy without any prescription.

PCN

- a. FCP
- b. Pharmacist and pharmacy technician
- c. Paramedic visiting services.
- d. Social Prescriber
- e. HWC

We have primary key network group of 7 or 8 practices so, lots of staff are from them, like paramedics visiting services, smear clinic, first contact physio etc. They provide pharmacist service or pharmacy audit can be done.

We have social prescriber for non-clinical reason who deal with issues like homelessness, stress etc. if problem is more complex then referral goes to social services.

Health and wellbeing coach (HWC) help patient to lose weight, reduce painkiller (because painkiller is addictive and cause chronic illness) etc.

The PPG expressed great satisfaction with the enhanced quality of PCN services, including the Health & Wellbeing Coach, Social Prescriber, Pharmacist, First Contact Physio and Paramedic.

Other Discussions

Dr Mittal not seeing patient face to face in the evening anymore, he has to deal with other office work of surgery.

Dr Dutta is not running walk in clinic and now booking should be made a day before.

Doctors timing and waiting time discussed, explained about waiting time, it will be different for different GP's.

Telephone call waiting time discussed. Every call takes different time according to patient needs and problems. Most of the time calls takes 2 to 5 minutes on average. It can take longer time if staff is short, or call got transferred form branch surgery.

More use of My GP app can help reduce phone calls and subsequently it's waiting time.

Next Meeting will be held in Sept 2025.