**ST ALBANS SURGERY**

( FORMERLY DR MOHAN AND ASSOCIATES)

Dr R Hara, Dr S Bushra, Dr A Sharma & Dr A Adewole

**Urswick Medical Centre 35 Maplestead Road**

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PPG Meeting

Saturday 10.12.2016 at 9am At Urswick Medical Centre

Attendees: Dr Hara, Sarah B, Trupti J, OM, C W, B O ,

O O, T L, G C, G L, J J

Apologies: Sarah G

Introduction

Telephone Lines: The practice has started working on replacing the old telephone system. The cost involved is approximately £8000. Surgery has got a few quotes and are awaiting for two more before a decision will be made on what company will carry out these works. Explained how the new telephone system will work and how it will be beneficial for patient and staff.

Nurses Room: Our Practice Nurse, Debi, will be seeing Respiratory patients in the consulting rooms closer to the waiting area to help these patients who have breathing problems and find it hard to walk up the long corridor to her usual room.

Recalls: Dr Hara informed group that NHS Health Checks recall letters including blood request forms are being sent out to eligible patients. We hope to have sent to all eligible patients by our next meeting.

The Practice is also going to start Health check recalls via text messages.

Long conversation with patients: G suggested if the surgery can hold coffee mornings for older patients who are feeling lonely? Dr Hara explained why it cannot be arranged but informed about a different service that is in the area to help the patients- Silver Lining. Contact details to be distributed.

DNA Letters: For Bowel Screening DNA’s, letters are sent to patients to encourage them to undertake this important test.

It was also discussed that some patients have been upset when they had received a letter from us to say they had DNA’d a GP/Nurse appointment.

Language: Trupti to check how to get leaflets in different languages.

Figures & performance: Dr Hara explained how the Practice was doing on the different targets that we have to meet such as vaccinations, QOF etc.

It was requested that there should be a poster displayed to promote Shingles Vaccines and explaining the eligible age groups.

Extended Hours: The Practice has got the authorisation from NHS England for 3 Tuesday evenings and 1 Saturday morning a month for extended hours.

Home Visit: Dr Hara said our Nurse Debi will be doing home visits for learning disability patients Annual Checks.

GP Hubs: Dr Hara has asked PPG members to promote the GP Hub service. He explained why the hub service is in Barking and Dagenham to help GP practices. To contact Hub and try and get posters to display in surgery.

Surgery Clinical Staff: Dr Hara conveyed that the Practice has specialist nurses i.e Diabetic Nurse, Respiratory Nurse, Nurse for baby immunisations etc to provide a better service to the patient. The Practice has more regular GP’s starting from January.

Staff Training: PPG group informed that staff are getting more training & education for eg. Safeguarding, Chaperone etc. Dr Hara is in the process of purchasing a training programme called Bluestream for all staff to access.

Flu vaccine shortage: We have used all our purchased flu vaccines this season and have not been able to purchase more from anywhere else. The practice is enquiring where to get more stock from the CCG.

Changes: There is a new pathway to refer Antenatal patients now. Explained to group by Dr Hara.

Online Service: Dr Hara discussed the new patient online service (booking appointments, requesting medication and viewing medical records) and has requested PPG members if they can promote it.

Choose & Book: Dr Hara explained how the C&B hospital referral system works.

It was discussed with the group that the minutes of the PPG meetings will be passed to all practice staff.

A PPG member asked why that when she visits the surgery, the GP’s always ask questions repeatedly for eg smoking and alcohol status. Dr Hara explained why it is essential.

New PPG Members: We are happy to share that we have T H, Y F and P J will be joining the PPG group.

Next Meeting: Saturday 9am 11.12.2016 to be confirmed.