

**PARK GRANGE MEDICAL CENTRE**

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PPG meeting- Date- 21.11.2018

Staff members:

Dr M Azam

Sumiyyah Rafiq

Shaheen Akhtar

Sanah Hussain

PPG members: (initials only for patient confidentiality purposes)

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* DNAs – discussed again the importance of attending appointments especially with the nurses and HCA. Flu clinics are now running and there have been many DNAs with the nurse and HCA. Spoke to patients about attending the flu appointments and encouraging friends and family to also attend as it is vital for certain patient groups to ensure they receive the flu jab annually to help prevent a serious illness.
* Chronic disease nurse- we now have regular weekly clinics running at the surgery with the chronic disease nurse for patients with asthma or diabetes.

She helps patients with their asthma control and in improving diabetic control. She can also advise regarding weight management, and can suggest changes to the GP Partners regarding medication changes following her review.

* ECG machine- PPG members informed that we are currently experiencing technical issues with our ECG machine. As a result, we cannot book in any ECGs in-house at the moment. The problem is currently being dealt with and the machine should be up and running very soon. Any urgent ECGs are being referred to the local hospital to be carried out, so this technical problem has not resulted in any safety issues.
* Discussed with patients that if they are not taking their medication or if they have many boxes at home, they should inform their allocated pharmacy and GP so the medicine quantity can be amended on the repeat template. There is a recent CCG policy on preventing medicines wastage which was discussed.
* CQC inspection- feedback given to PPG members regarding main findings on the recent report. Reassured that good report received this time round as improvements and changes made to the practice; one area of outstanding practice with technological solutions was highlighted. The practice are hoping to build on these positive changes in practice and ensure that high standards of care continue.
* Female GP - patients reassured that following the recent emigration of our regular female locum GP, we will be having a regular female GP who should be starting a permanent role with us from January 2019. We will be holding a weekly clinic with her for all our female patients. Chaperones available on request.
* NDPP- all members made aware of new diabetes prevention programme for patient with borderline diabetes level (between 42-47mmol). This programme facilitates group sessions to assist in lowering HbA1c levels and advise on how to cut down on fatty and sugary foods and keep a well-balanced healthy diet. PPG members made aware of this course and advised to encourage any friends and family referred to attend, as it is a very helpful course and free of charge.
* Online services – advised PPG of the Orcha app and Evergreen, which are the new apps where you can access your records and request repeat medication quickly and easily. Username and password can be allocated from the surgery to register you on to the app and allow access. Patients informed that if they require any further information about these apps they can collect leaflets and other promotional material from the reception. PPG asked for their support in promoting these patient online services and spread the word.
* Extended access appointments- the practice now offers these to patients if they are struggling to come to an appointment at the surgery during routine hours. Patients informed that these appointments run at late evenings and weekends. To arrange an appointment at the extended access to contact the surgery and the reception staff will assist.
* Cervical screening targets discussed and patients informed the importance of attending these appointments.
* Walking group plans to continue in the summer as these proved popular in the past year.

Next Meeting: TBA