DR R KUMAR & DR D TAUNK – BRACE STREET HEALTH CENTRE

**MINUTES OF PPG MEETING ON FRIDAY 25TH AUGUST AT THE ABOVE ADDRESS AT 1PM**

STAFF/PATIENTS IN ATTENDANCE: DR R KUMAR, DR M KASLIWAL (LOCUM), GURNAM KUMAR (OFFICE MANAGER), BARBARA SEVERN (PRACTICE MANAGER) PAUL (CHAIRMAN) PATRICIA ,POOJA FREDERICK , BAKSHISH, JIT

* Paul welcomed everyone to the meeting today and said that attendance numbers may be down due to patients on holiday at this time
* **New phone system** – The new telephone system has now been ordered and should be in use very soon – when waiting in a queue a numbering system will be in place and phone calls can be recorded and reviewed whenever felt necessary. This is important when the reception staff face verbal abuse from patients. Paul stated that he never waits in a queue to be answered – the staff answered with 3 to 4 rings he said.
* **New Website** – we have finally chosen a new website and hopefully this will be up and running, in the next few months. This will allow patients to join the practice on-line and have lots more useful information, including signposting to other healthcare professionals. Paul commented that this website will be useful for everyone, especially the signposting.
* **Patient access to medical records** –Patients should be able to view their medical records from 4th October 2023 but only from this date onwards. Barbara informed all present that patient’s would only see entries in their records from 4th October 23. Some of the members said that they did not use the computer, so they would not be able to see their medical records
* **Posters** – New posters advertising this PPG have been designed by Paul and placed on the surgery reception wall – but we are still waiting for new members to join – Perhaps members can offer incentives for new patients to join – any ideas? Barbara pointed out the posters on the wall that Paul had designed. Pat said that her daughter was very good on designing and if Paul wanted any help please approach her.
* **Flu vaccinations** – Free flu vaccines will not be available to over 50 – 65 years old this year – unless they have a medical condition e.g. diabetes, heart problems etc. In the last couple of years during the Covid pandemic free flu vaccines was offered to this group of patients. The members were informed that the above age group were not able to get free flu injections this year unless they had certain health issues e.g. diabetes, heart problems or living with vulnerable people.
* **Anne (Mental Health Administrator)** this is a new post and Anne will offer a telephone consultation service to patients who might ring up with an anxiety problems, bereavement issues and support them to get to the right person who can help them quickly without seeing the GP. She is working for all the PCN practices in our group namely: Dr Sinha, Dr Mahbub, Little London Surgery, Ambar Medical Centre, Forrester Street Surgery, Dr Singh, Beechdale Health Centre. Eventually Anne may see patients face to face. All the member’s thought that Anne would prove to be an asset to the practice and would certainly save the GP’s time to concentrate on other things. Barbara pointed that 45 minute slots were allocated to each patient

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* **Jack (Paramedic)** – Jack works here on a Tuesday afternoon and sees patients for minor illness, such as coughs and cold, rashes, headaches etc. Jack works from 4pm -6pm every Tuesday – Pat Robinson said could be this be advertised to patient’s – Barbara said that she will send a message to all patient’s regarding Jack and Anne (mental Health Practitioner)
* **New Pharmacist** - we have recently been told that a new Pharmacist will be working here – we are still waiting for the details to come through – the pharmacist can see patients for medication reviews and any matter concerning their medication – more details will follow and will be shared with the Group. Barbara said when she had more information she would share this with the group.
* **AOB -** Barbara stated once again, that we need more younger members in the group – Paul said that he would try and come into the surgery and mingle amongst the patients to try and recruit more members – but he was very busy at this time but he would certainly do this in the future.

**The meeting finished at approximately 1.55pm**

**Next Meeting to be arranged in 3 months’ time**