**Charles Road Surgery**

**09.06.2022**

Meeting was held at the surgery in the conference room

**Attendees:**

Dr Amir Zafar

Dr Arif Zafar

Dr Sangita Sarkar

Miss Sameenah Bi

Ms S B

Mr S Z

Mr K M

Ms I P

Mr H C

Mr T G

**Apologies:**

Ms Noorin Akhtar

Mr A M

Mr C D

Mrs N K

Mr S R

Mr A M

Mrs F H

Miss C W

1. **Introductions**

Everyone introduced themselves around the table with Dr Amir as the host of the meeting.

1. **Minutes from Previous Meeting**

Last PPG meeting was held at the practice in November 2021.

Briefly went through agenda for the last PPG meeting.

(KM) – requests members to speak to other patients and bring suggestions to practice.

1. **COVID Update incl. Surgery Access**

Dr Arif- Covid is still around. Cases have reduced significantly, could be because people aren’t testing.

Data today shows that every week there is under 7000 new cases each week across the UK. 7 day average of deaths is 42. Rates are still significant. Everyone still needs to be careful.

In Birmingham 142 new cases in Birmingham and 3 deaths in the last week. As of yesterday out of the 142 people no one is in hospital and needing a ventilator.

Policy still remains in surgery to wear a mask when seeing clinicians.

(SZ) – What is Covid?

Dr Arif – Viral infection that came out of the blue. Still living with it and we will continue to. Every year like flu vaccinations there will most likely be Covid vaccinations. If the vaccine is offered it’s important to take it. People are not getting the third booster but have had the first two.

1. **COVID Vaccination Program**

Dr Amir - Everyone over the age of 5 is offered the first two and everyone over 12 is offered three vaccines. Everyone is eligible for three vaccines. Clinics are available to find on Google and anyone can book in.

You can travel in Europe without a vaccination.

(SB) – if you have had the first one how long do we need to wait for the second?

Dr Amir – 3 months.

(TG) – A lot of young adults are coming into the pharmacy now for vaccines as they want to travel. Most places have stopped Moderna.

Dr Arif - Vaccinations are still available and people should be getting vaccinated.

Dr Amir – it is still important to take precautions. New variants in winter could come out and people should still get vaccinated.

(KM) – Are masks still safe?

Dr Arif – It’s not safe to walk in supermarkets or in public without masks especially if you have underlying health conditions. It is preference but you should still wear one. Still important to protect other people too.

(TG) – Not much testing available, are GP’s able to refer patients for a test?

No GP’s don’t have facilities to refer patients for testing they need to be brought privately.

1. **Seasonal Flu Vaccination Program**

Dr Amir - Flu program is an annual thing. We give it to everyone over 65 and anyone with a chronic medical condition such as Diabetes or a heart condition etc.

For the last few years it has been expanded to everyone who is over 55 but it has been stopped this year unless they have a medical condition.

Our flu rates were down last year and the reasons were firstly for a large part of the year people weren’t coming in for face to face appointments much so we weren’t catching people. And the second reason being that us GP’s usually give vaccinations to patients who come to see us but because we were not seeing a lot of people it was difficult.

Message to be given to the community amongst members to get vaccinated if eligible. This year more people may die of the flu. So it is important to get both Covid and Flu vaccination if offered. Encourage people to get them done.

First deliveries are coming in at the end of September and the programme will be rolled out.

(KM) – is there any danger of interaction between Flu and Covid to be given together?

Dr Amir - Not from the evidence we have. Last year was the first year that both were given together. Initially there was some caution.

(IP) – What is put into the flu vaccination?

Every vaccine box has a patient leaflet which can be given to patients with ingredients and they can be read beforehand. Patients are encouraged to read any patient information that is available.

1. **6.PCN Update**

PCN stands for Primary Care Network. It has been in place for a few years which encourages groups of GP’s to work together. We are part of the Small Heath PCN with about 6 groups together.

We have the extended access clinics where patients can be referred into by reception staff. Weekend clinics are available too which are not run from Charles Road Surgery but are run from other surgeries within our PCN group.

The idea of it is to improve patient well-being and making sure patients are well looked after.

In terms of the future there is a plan that the GP services can be accessed on a Saturday and a Sunday. This includes getting appointments for any clinic for example, nurses or the GP’s.

The plan could be to have one surgery open who can provide these surgeries as there may not be enough people to provide this service. Whilst the government agenda is to create more appointments it is also important to create useful appointments where we can look at people who are really unwell and need to actually see a GP.

(KM) – If I ring the practice and the receptionist advises that there are no more appointments at the surgery can they book me in elsewhere?

Dr Amir – Yes but it depends on the availability as there are 16 extra appointments every evening and 6 other practices who are able to book them. We have other clinics that can be used for example a virtual GP appointment or a virtual pharmacist appointment. There is also pharmacy advice, 111 advice and the virtual GP and pharmacist advice so there are plenty of resources.

System must be used sensibly and the message should be put out.

Reports on the increasing amount of abuse that GP’s and administration staff are getting. Pharmacists are getting increased threats according to the news since yesterday. We have a zero tolerance policy in the surgery where if a patient is abusive they will be removed from the surgery list straight away without warning as it is not acceptable.

1. **Patient Survey Results**

There is a GP patient survey that is done very year that is done by the NHS and patients get the surveys in the post. Pleased to announce that we are doing well. People are generally happy with the appointment times.

The results were shown on the screen.

82% of people are happy. 79% of people describe their experience of making an appointment as good. 83% said they were happy with the long term support they were getting for their illnesses.

Most people recognised the support that the practice was giving them. 92% of patients were happy that their needs were met.

Overall, 89% of patients said they had a good experience at the practice.

A lead table is was put together by unofficial organisations and out of 6,600 practices in England we were 2,400 putting us into the top third. We reflected it as a practice and we thought that was a very good number to be at. We were above the England average in most areas.

(KM) – Satisfied with the results, we should all be pleased with them.

(SB) – When we call the surgery the reception staff are polite and always ask how we are and it makes me feel a bit better.

Dr Amir – Reception staff have the hardest job in the surgery, answering the phones, telling patients there are no appointments with anyone walking up to the desk.

1. **.Additional Roles**

Dr Arif – we have many additional roles in the surgery which are part of the PCN to increase access and to help patients. We have two community pharmacists who come into the practice twice a week. We have in house physiotherapists, male and female who attend twice a week. The midwives are back into the surgery who are here on a Monday and Tuesday which makes it easier for our pregnant patients.

We have recently had a mental health nurse who has recently joined the practice who has a clinic on the Thursday.

Health and well-being couch who comes in twice a week for health coaching.

Social prescriber who can help with social issues who works on a Monday.

All these additional roles are a great help to the surgery as it increases access and extra support for patients.

We can refer the patients into these additional clinics. The information is available on the Charles Road Surgery too. Some of the clinics can be referred in without a GP referral.

We do have to have Locum GP’s in sometimes but at times it is difficult to get them in so we have days when there is only two GP’s on.

**9.Training**

Dr Arif – Lead tutor for Aston University. Looks after and trains the first and second year students from Aston Medical School. May see students around the building.

Dr Amir – We have been a training GP for many years. We have trainee GP’s who are already Doctors that join our team. We have been a bit short at the moment on the amount of trainees we get.

**10.Monkey Pox**

Dr Amir - There are increasing cases of Monkey Pox in England. It does not kill you like Covid but it is difficult to get unless you have very close contact. However there are certain groups that have a higher chance of getting it. We will give updates when we have more information.

Dr Arif – Read about an update today, very mild and rare, kids are getting it rarely. If anyone comes from Central South Africa in the last few weeks there is more possibility but if it is advised to be treated like chickenpox and to stay at home until you are feeling better. It looks like chickenpox but is more aggressive.

**11. Next meeting date. 6 months . To be confirmed**

To be confirmed