**Charles Road Surgery**

**16.03.2023**

Meeting was held at the surgery in the conference room

**Attendees:**

Dr Amir Zafar

Dr Arif Zafar

Dr Sangita Sarkar

Miss Sameenah Bi

Ms Noorin Akhtar

Miss Amna Bibi

Mr K M

Ms I P

Mr H C

Mr T G

Mr S R

**Apologies:**

Mr Mohammed Imran

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 June 2022

Briefly went through agenda for the last PPG meeting.

1. **New Practice Manager**

Losing Noorin Akhtar – Practice Manager who has been with us for 8 years. New practice manager Mohammed Imran starting. Admin Management roles were introduced to help out the practice manager and take some of the tasks from them. Mohammed Imran not full time but will be working with us part time. The handover process is in place.

1. **New Reception Staff**

We’ve had a lot of staff changes due to people moving on. You may see more changes.

(KM) – Reception staff are very kind and polite. Reception staff have an important role to play in the practice. We hope all these changes improve things.

Dr Amir highlighted the importance of reception staff and them being the first point of contact for patients.

Dr Arif - Most patients are very understanding, but I didn’t realise how common it was for patients to be abusive or threatening until I moved rooms downstairs

Verbal abuse is not tolerated at the practice, we have a zero tolerance policy at the practice and have removed people for being abusive.

1. **Access**

There is news about people not being able to get a face to face appointment with their GP. We went to face to face appointments pretty soon including opening the front doors. We have been back to face to face and back to our access pre pandemic for around two years now. However it is still convenient to do some things over the phone, i.e. blood test results, sick notes. We can also do video calls for elderly or frail patients. We also have a new text message service where we are able to share information to patient on their phone.

A search engine in the Daily Mirrors published data from December 2022 about Charles Road Surgery. Our numbers for face to face appointments available is above the average amount. We are 118 out of 6300 surgeries in terms of having on the day appointments available. The typical wait to get a doctor’s appointment for our surgery is around 1 or 2 days. We are very focused on giving patients access.

We have online appointments available to book via the app. We remind patients of their appointment by calling them the day before and by an automatic text message 24 hours before but they still miss the appointments. All missed appointments are sent a letter in the post which makes them aware and warns them that they will be removed after 3 DNA’s. We count the amount of DNA’s a patient has had, on the 2nd DNA we sent a final warning letter and then remove them at the 3rd DNA. This applies for telephone appointments too.

When there are no appointments we can advise patients to go directly to the pharmacy for certain conditions, call 111 or badger and if they’re triaged as an emergency then to be sent to A&E. The new contract will include that every patient that calls should be offered an assessment or should be signposted. We already offer other options to patients.

We also analysed patients who are over using the system by booking an appointment twice a day or every few days. We created an audit and sent these patients a letter letting them know that they had over 30 appointments in 3 months and also letting them know of the other services that they could have used.

1. **Additional Roles**

We have a wide range of additional roles in the surgery which creates more appointments and better access for patients. We have a first contact practitioner who deals with any musculoskeletal issues, the appointments can be booked directly at reception. They are here 4 times a week.

We have a mental health worker who comes to the surgery once a week. A health and wellbeing coach who comes twice a week who can help the community to look after themselves with diet and lifestyle advice and we have a social prescriber who can deal with social needs.

(SR) – seen the FCP and was impressed with the service.

1. **Practice Premises Improvements**

We are currently trying to make some changes to the practice. There is a new space in reception for the admin managers to work from. We have an extra clinical room now that is available.

1. **OOH Patient Access**

A lot of our patients call 111 when we are shut. We are directly contracted with Badger so patients can call badger and speak to a doctor or a nurse instead of calling 111, waiting hours and then being sent to Badger.

1. **Covid Vaccination Program**

Spring booster 2023 will be introduced from April-June. This will be rolled out for risk groups and care home residents. Over 75’s will be called first. These will be done at pharmacies and other hubs.

1. **Seasonal Flu Vaccination Program**

We have done better than last year for the flu vaccinations. Flu is still very dangerous and people should be getting vaccinated. We invite patients in cohorts starting with high risk patients first.

**11. East Locality**

We are part of the East Locality which enables us to use other services and refer our patients into a respiratory service or diabetes service.

They also offer weekend GP appointments which we can use within our PCN.

**12. Federation Update**

We are part of the SDS federation that we joined. The benefit of it is that we have access to other services that we can refer patients to including dermatology services, diabetes, mental health etc. This means there’s a lot less waiting time as patients are only waiting a few days instead of referring into the community and waiting months for an appointment.

**13. PCN Update**

The practice is in a PCN group which we have spoken about previously in detail. This includes practices in Small Heath working together to provide better access.

**14. Patient Survey Results**

We will now be sending surveys out to patients after each appointment to Increase the numbers of surveys we are receiving back. Most of the feedback is positive but we will be working on improving the number of surveys.

As per the survey results patients are generally happy with our availability of GP, nurse and blood tests appointments. They are happy with surgery opening and timings and the service we are providing.

**15. Training**

We are a training practice, we have GP trainees and students from Aston University who are supervised. GP trainees are doctors who are training to be GP’s.

Dr Arif – we may have final year medical students next year but this is yet to be confirmed.

**16. Next meeting date – 6 Months - TBC**