**Dr R Kumar Brace Street Surgery**

PPG Meeting Minutes Wednesday 06/06/2024

**Attendees**: Dr R Kumar, Tracey Thomas (Practice Manager) Gurnam Kumar (Office Manager), Rajinder Kaur (Receptionist), **PPG Chair** –Paul Evans, **PPG MEMBERS** – Marcia Riggan, Sidney Turner, Gurbaksh Kaur, Gurnam Singh, Brain Hardwick, Jit Singh, Jiti Kaur, Balwant Kang, Pushpa Vagadia, Gej Singh, Manisha Patel.

Apologies: Patricia Robinson, Dr M Kasliwal

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| Agenda Item | Discussion | Action Plan |
| Introduction by Chairman – Paul Evans  | Welcome old and new Members and give an overview of the topics of the meeting. |
| Welcome to the new Practice Manager - Tracey Thomas. Tracey will explain her role at Brace St. Tracey will be working at Brace Street Surgery:Mondays, Tuesdays, Thursdays and Fridays. | Tracey has worked in Primary Care for 33 years and 25 Years in Practice Management.Her main responsibilities at Brace Street are:* Project & Operational management
* Complaints management
* Policies and Procedures
* GDPR – Data Protection – information governance
* Clinical Governance
* Practice development / Ensuring the Practice Complies with N.H.S. guidelines
* Patient feedback and survey’s
* Health and Safety - Risk assessments & incident reporting
* HR – Recruitment - Personnel management - Absence and sickness monitoring - Training and development – Appraisals - Discipline and grievance
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| Welcome to the New Practice Partner -Dr Mitesh Kasliwal.  | The Patient Participation Group offered Dr Kasliwal a very warm welcome and felt sure he will be an asset to the surgery. Unfortunately, Dr Kasliwal was otherwise engaged and unable to attend the meeting today.  |
| Covid Vaccinations  | **Who is eligible for a spring COVID-19 vaccine**You or your child may be offered a spring COVID-19 vaccine if you:* are 75 years or over (you need to be 75 years old by 30 June 2024)
* are 6 months to 74 years old and have a weakened immune system
* live in a care home for older adults

**How to get a spring COVID-19 vaccine**If you’re eligible, you can get a spring COVID-19 vaccine by:* booking online
* going to a walk-in COVID-19 vaccination site
* booking on the NHS App
* talking to a local NHS service, such as a GP surgery
* talking to your care home

**Book your appointment online**You can book online to get your spring COVID-19 vaccine.**Book your COVID-19 vaccination appointment online**Information:If you have difficulties communicating or hearing or are a British Sign Language (BSL) user, you can use textphone 18001 119 or the NHS 119 BSL interpreter service.**Find a walk-in COVID-19 vaccination site**You can find a walk-in vaccination site to get your spring COVID-19 vaccine without needing an appointment.**Find a walk-in COVID-19 vaccination site** |
| **Holly Health APP** | Holly Health is a Personalised health coaching platform, supporting patient self-management for long-term conditions, mental health and multi-morbidity.January 2024 - Brace Street Surgery's approach was to send a Batch SMS invite to all adults (aged 18-61) minus palliative care patients. Not all of the PPG had received the SMS invite.Practice Manager to resend the link invite below:*Brace Street – Dr Kumar has partnered with Holly Health to offer patients 6 months of free habit coaching (to help sleep, exercise, eating and mental wellbeing). The app may serve as an extra tool to help feel physically and mentally better. You can sign up here:* http://hly.app/drkumar-gp | Message sent 10/06/2024 |
| **Measles-**  |  **Brace Street Surgery is offering outstanding MMR doses to any eligible adult (including Health Care Workers) who requests it with no upper age limit.*** Adults are eligible if they have had 0 or 1 valid dose of MMR previously.
* Antibody testing is not required pre or post-MMR vaccination.
* Some unvaccinated patients may not be sure if they need vaccination, the Practice clinical lead for immunisations will advise patients as per the Green Book guidance.

SMS messages have been sent to patients with mobile phones regarding measles vaccinations.The PPG was asked to promote the vaccination offer to anyone with babies in the family including children, grandchildren, nieces or nephews, (please note that this information will be in their red book) could you ask the parents to contact the surgery to enable them to update their records. There has been a good response from those who need a second injection. |
| **Hospital and GP’s waiting times for treatment**Talk by Paul Evans - Chair | I was listening to local radio recently there was a discussion regarding hospital and GP waiting times and treatment given, they asked for listeners to contact them to recommend good doctors and practices in their area. I called them regarding my recent experiences at the hospital and the care I received during my recent visits to A&E (give a brief description of the hospital) and asked members if they had had any issues. Regarding the GP I obviously recommended Dr Kumar and his team and explained how professional, courteous and highly efficient everyone is, patients can very often arrange a same-day appointment or certainly the following day, the surgery has expanded and more staff have been engaged to cover demand, plus there are a range of other services available in the health centre that you may be unaware. Details outlined below – PCN staff within Brace Street Practice |
| **PCN Paramedic**Jack Gould | The PCN paramedic, Jack Gould, provides a high-quality service to the patients of the Primary Care Network. Dr Kumar - Brace Street Surgery is part of Walsall South 1 PCN. Paramedic responsibilities are diagnosing and prescribing treatments and medication while working within defined procedures and protocols as laid down by the Practice Partners Dr Kumar and Dr Kasliwal.Jack will work as part of the Acute Home Visiting team but with close collaborative working with other members of the Multidisciplinary Team and support from GPs.Jack has been working proactively to visit all of our housebound patients completing a Health Check and vaccination where due  |
| **PCN Pharmacists working at Brace Street**KabeerAlainahSymranNailah  | Our PCN pharmacists work as part of a multidisciplinary team. They provide primary support for prescription and medication queries. The PCN pharmacists work within their clinical competencies to provide expertise in clinical medicines management, provide face-to-face structured medication reviews, manage long-term conditions while addressing both the public health and social care needs of patients in the practice.We have a pharmacist every day at the surgery, although they cover other surgeries within our PCN. If you contact reception they will advise what times they are available at Brace St to discuss reviews and patient issues.  |
| **Care-coordinator** Raabiah  | Our Care-coordinator will be in surgery every Tuesday 9.30 am- 2 pm. To take blood samples. Blood samples are NOT taken after 2pm due to collection times. Blood samples are sent to the pathology laboratory for testing.  |
| **Patient involvement meetings-**  | The meetings have been suspended at the moment due to the major changes and updates ongoing in the surgery However, they will be resumed as soon as possible as they are fast becoming a success due to patients feeling at ease speaking freely about any personal issues either within the group or privately on a one-to-one basis with other attendees in confidence and enlighten us about their conditions and how they are treated. (**Please note:) No medical advice is given but we are here to maybe guide them to the relevant people to assist them with their problem.** |
| **Temporary Patients-****How can I see a GP if I'm away from home?** | You can register as a temporary resident if you're in the area for longer than 24 hours but less than 3 months.If you'll be in the area for longer than 3 months, you'll have to re-register as a temporary patient or permanently register with that practice.**Alternative services**If you need medical advice or treatment but do not need to see a GP, there are some alternatives you can try instead.For example**:*** NHS 111 can direct you to the best place if you think you need medical help right now – you can call 111 or use NHS 111 online
* pharmacist can provide advice and treatment for minor conditions that do not need a prescription
* minor injuries unit (MIU) provides treatment for less serious injuries, such as sprains, broken bones and wound infections
* walk-in centre deals with minor illnesses and injuries, such as infections and rashes
* sexual health clinic (GUM clinic) provides testing for sexually transmitted infections (STIs) and contraception advice

**These services do not require you to make an appointment or register as a patient.****Further information:*** **When to visit an urgent treatment centre (walk-in centre or minor injury unit)**
* **How your pharmacy can help**
* **What services do sexual health clinics (GUM clinics) provide?**
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| **Extra - workload** Talk by Paul Evans - Chair | **Dr R Kumar** does not finish work at the end of normal surgery hours. After he has seen his last patient, he has more and more paperwork to complete most evenings he gets home has something quickly to eat and then has even more paperwork to do, I know for a fact he has to work on weekends sending prescriptions to pharmacies etc. Dr Kumar’s workload is becoming more and more demanding. |
| **New PPG members** Talk by Paul Evans - Chair | The group needs to recruit more members, especially younger patients if possible – although we still welcome senior new members! Tracey has experience with other practice PPG’s with only 3-4 participants, so I would like to personally thank all our members for taking time out to attend our meetings and hope they feel they are worthwhile whilst learning new things and being able to air any grievances they may have.  | The Practice Manager will send a Patient survey questionnaire via SMS to all registered patients. The Questionnaire will ask for expressions of interest in attending the PPG meeting going forward. The Contact list will be given to Paul to make the initial contact with interested patients.  |
| **Practice Survey** **Family and Friends test (FFT’s)** | The Friends and Family Test (FFT) is an important feedback tool that supports the fundamental principle that people who use NHS services should have the opportunity to provide feedback on their experience. Listening to the views of patients and staff helps identify what is working well, what can be improved and how.The FFT asks people if they would recommend the services they have used and offers a range of responses. When combined with supplementary follow-up questions, the FFT provides a mechanism to highlight both good and poor patient experiences. This kind of feedback is vital in transforming NHS services and supporting patient choice. | The Practice Manager will set up the appointment reminder system to send a Patient survey questionnaire (FFT) via SMS to all patients who have mobile devices.The responses will be documented and brought to the PPG meeting for discussion  |
| Freedom to Speak Up guardian.  | We have in place a *named individual* as the ‘Freedom to Speak Up Guardian’. The ‘Freedom to Speak Up Guardian’ is independent of the line management chain and is not the direct employer.In addition, the practice adheres to the standards set out by Freedom to Speak Up:* All staff are encouraged to raise any concern, at the earliest opportunity
* The practice will be proactive in preventing any inappropriate behaviour, such as bullying or harassment, towards staff who raise a concern
* The Freedom to Speak Up Guardian is Paul Evans.
* Tracey Thomas the Practice Lead will ensure that policies are in place and that staff know who to contact if they have a concern
* The practice will build on the work of Being Open by adopting the good practice published in Freedom to Speak Up.
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| Date and time of next meeting | To be arranged by PPG Chair  |  |
| Signed  | Tracey Thomas Practice ManagerPPG chair Signature PPG Chair | 11th June 2024 |