

PPG MEETING 4/2/17

T.B/W.B

- T.B very happy with the service that he gets.
- Practice tries to accommodate all patients as well as possible.
- If patients do more than 3 DNAs then they should be removed from the surgery.
- The patients should just call and cancel rather than DNA.
- T.B suggesting paying for light medicine.
- He is unhappy with the prescription system at times
- England is one of the few countries in the world that provides a free NHS service so people should be grateful for it.
- Book a telephone consultation over the phone.
- Very simple to book within the given times throughout the day.
- T.B has seen people selling strong medicines in pubs for a lot of money.
- He used to get medication that he didn't need so he is very happy that the admin staff ask him what medication he would like.
- He would like to try Chinese herbal remedies as he has a very badly blocked sinus.
- He brags about having the best surgery in Birmingham that is open 7 days a week.
- 30 people are in the PPG.
- Patients find that when the doctor calls them it is very useful.
- CCG found that patients are ordering medication that they do not need.
- Abroad T.B can buy any medication he needs over the counter.
- In the Sandwell CCG the pharmacies can give you light medication over the counter.
- DNA rate was extremely high in JAN 2016 but due to the telephone triage it has decreased massively in JAN 2017.

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FLU TARGETS

Over the flu season we hit all of our targets despite it being one of the hottest Christmases we have had in a long time. The target for the over 65s was not met because most of the elderly people on the list go abroad and they go abroad for a long time so once they do come back, their flu jab is not valid anymore. The target for the under 4s was missed slightly because we cannot give them the actual injection as they are too young so we had to use an alternative which was the nasal spray (contains gilletine) so the Muslim children could not have it meaning that most of the people ended up declining it.

COMPLAINTS

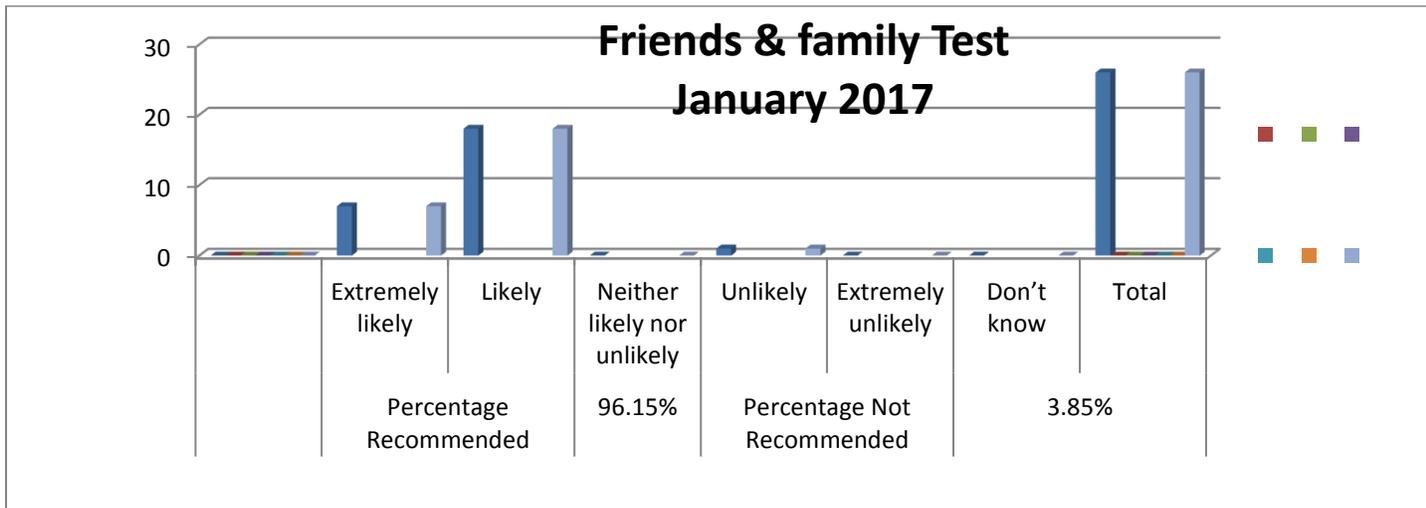
Noorin went through some of the complaints with T.B and W.B and we told them how we proceed to deal with the complaints and how we try to accommodate the patient's needs. Both of the participants did not understand why other patients would complain as they get the best services that they need.

Friends & Family Test

I, myself, carried out the test for the month of January and I explained to them how we carry out the test and I showed them the readings for that particular month. We had a decrease from the previous month but the reason for that is that during January we had less surveys carried out as I was not in as consistently as I was in December.

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MEDICATION

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