

Practice Manager: Jacqui Squire

**Duncan Street Primary Care Centre**

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GP Code: M92012

Dr S. Agarwal, Dr S. Aggarwal, Dr S. Nazir,

Dr B Sangha, Dr R Farmah, Dr M. Kalhan

**Minutes of Duncan Street**

***Patient Participation Group Meeting held on 17th October 2019, 2pm***

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| **Present**: Jenny Charles (Chair), Mike Hepworth, Dave Charles, Mr Avi , Hazel Gooding , Jacqui Squire (Practice Manager)  Apologies: None received |

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| 1. **Welcome and Introductions**   JC welcomed everyone to the meeting |
| 1. **Apologies** – noted as above |
| 1. **Matters Arising from Minutes 8/11/18**   None |
| 1. **Minutes 8/11/18 approved as accurate** |
| **CCG Visit –**   1. Daljit Kalaire came from the CCG to talk about the introduction of on – line triage and how patients can access the practice and the process |
| 1. **Flu Season**   JS explained that this year it has not been an easy task managing the flu vaccinations as the deliveries have been affected. This is for the whole of the UK. Which in turn means that we will be more or less a month behind giving vaccinations? This is out of the hands of the practice so we have to do what we can when we get the delivery of vaccinations. Flu Vaccinations are ordered 12 months behand but then the pharmaceutical companies are responsible for the deliveries |
| 1. **Update on registrars**   JS confirmed that the practice had another intake in August 2019. Currently we have the following GP registrars in the practice :  Dr Reid, Dr Vikas, Dr Bailwad, Dr Surtree, Dr Hussain, Dr Saheed ( Foundation year GP’s)  These GPs will rotate to other practices from time to time , we will have 2 new FY2 GPs replacing the current ones in December 2019 |
| 1. **NHS 111 Appointment access: - From** December 2019 NHS England has confirmed practices will need to have allocated appointments for NHS 11 to access. Therefore for our practice we will be allocating4 appointments per day. The practice cannot access these until nearer the point when they have not been taken. The practice are contractually obliged to do this. It may be worth thinking about the practice sending text messages out to confirm NHS 111 appointments and patients can call them for advice |
| 1. **Date of next meeting** –   **Thursday 12th March 2020** – 2pm |
| 1. **Any other Business**  * GP Connect – this is service that the CCG is advertising. It is with NHS Digital in a read only format with appointment management and structured records and can send documents back to the practice from the patient. More information will follow as this is still being worked on * Mr Hepworth talked about this free app on his MB phone which was useful and would confirm and forward the link for others. |

We are improving how we communicate with patients. Please let us know if you need information in a different format or any communication support

Email: [wolccg.duncanstreet@nhs.net](mailto:wolccg.duncanstreet@nhs.net)

Website: [www.duncanstreetprimarycarecentre.co.uk](http://www.duncanstreetprimarycarecentre.co.uk)