

Bilton Medical Centre  
**Patient Participation Group**  
**Notes from Meeting: 21<sup>st</sup> February,2019 (12:15 – 13:30)**

Practice staff present: Noreen Rashid (Practice Manager), Balbinder Bassra (Medical Secretary) Yasmin Hussain ( Acting PPG)

Patients present: Shazna Begum (Bengali British , female, ) Mr Ghalib Hussain (Pakistani, male)

<b>Ideas discussed/ comments &amp; points raised</b>
<p><u>Agenda</u></p> <ol style="list-style-type: none"><li>1. Welcome &amp; Introduction</li><li>2. Antibiotic awareness</li><li>3. Minor Ailments</li><li>4. Same day assesement clinics</li><li>5. Patient National Survey results</li></ol> <p>After introductions, The Practice Manager welcomed the 2 attendees.</p> <p><b><u>Antibiotic awareness</u></b></p> <p>The Practice Manager highlighted to the members the high usage of antibiotics from patients and how we can educate the community on cutting back. Members of the panel were in agreement that if medication is not necessary then we should not be prescribing unnecessarily.</p> <p>Noreen explained that patients do demand for the antibiotics and they feel that this is the only remedy that would cure the cough and colds.</p> <p>Noreen asked if the members would assist to the self -care events, and help promote antibiotic awareness.</p> <p>It was also suggested that more resources are made available to the patients and more education at the point of consultation is required.</p> <p>Yasmin Hussain will look in to more resources.</p> <p><b><u>Minor Ailments</u></b></p> <p>It was agreed by all that if we educated and signposted patients correctly then we should be able to see a reduction in antibiotic</p>

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requests. Patients should be encouraged to purchase OTC remedies at the first instance and should be counselled that a viral infection lasts up to 2 weeks.

**Same Day Assessment clinics**

Noreen asked if the panel members were aware of the same day assessment clinic and they were. What one member did not know is that the clinics were available 3 times per week.

Ideas were discussed in how to reduce the waiting times but all felt that even if specific times are allocated the patients will still have to wait due to the facility is walk and wait clinic. The plus side is patients do not have to wait days to get an appointment.

**Patient National Survey results**

Noreen advised the panel members that the Practice has run an internal survey to reflect upon results from a larger population. The Practice still has issues in certain areas and plans to tackle this in smaller chunks rather than in one go.

Noreen has also made the panel aware that a National survey is currently taking place at the moment and the Practice has been encouraging patients to complete and return this..

**AOB**

Dates for the full year will be made available to the patients on the Practice website.

**The date of the next meeting : 21<sup>st</sup> March @ 14:30pm**