

The Bradford Moor Practice

Minutes of PPG Meeting

Date Of Meeting: 21/02/2018

Time:1pm

Present:

Musrat Hussain (Office Manager), Jamila Khan (Patient Engagement Lead).

Patient's in attendance: Mr. Jefferson, Mr Hadji Singh Rahila Behtul, Najma Begum, Ghulam Abbas, Yasmin Akhtar, Adjal Khan

Apologies:

Dr Hakeem, Shaheen Hussain (Practice Manager)

Approval of Previous Meeting:

Minutes approved by Mr. Jefferson PPG chairman.

CQC Action Plan:

Shared with PPG, patients happy with action plan. Mr Jefferson said that carrying out survey the GP survey ourselves would give the practice a clearer picture of areas we are doing well in and areas we need to work on. The current GP survey will be repeated in July2018.

Phone line:

Patients finding it difficult in getting through. Musrat informed PPG that we are looking into putting in a new phone system sometime in April/May. PPG would like the new system to have different option such as 'For on the day appointments press option 1' etc. This way patients are not trying to get through on one option for everything. To support patient access for now a mobile number has been added which patients can use. This will mean patients can get through quicker. Musrat will pass this on to the practice manager.

Patient Engagement Lead:

Jamila introduced herself to PPG and asked what kinds of groups she could set up that would helpful to patients. Rahila said a mums and baby group would be a good idea. PPG thought it would be a good idea if Jamila asked patient what kinds of groups patients would like when they came to the reception.

DNAs:

41 DNA'S – Last Month

On the Day Appointment:

Musrat discussed booking appointments and message taking system the patients were very happy with the service.

Date of next meeting:

4th July 2018