

The Bradford Moor Practice

Minutes of PPG Meeting

Date Of Meeting: 04/07/2018

Time: 1pm

Present:

**Musrat Hussain (Office Manager), Jamila Khan (Patient Engagement Lead).
Amy McMahon (Reception Manager), Jamila Khan (Senior Receptionist), Shaheen Hussain (Practice Manager), Mr Hadji Singh (patient), Mr Ian Jefferson (patient for 78 years), Mr Ghulum Abbas (patient), Mrs Yasmeen Akhtar (patient), Miss Faqraz Begum (patient) and Miss Adjal Khan (patient).**

Apologies:

Dr Hakeem

Approval of Previous Meeting:

Minutes approved by Mr. Jefferson PPG chairman.

Phone line:

Shaheen (PM) explained practice went with Lily Comms, which is a Local Company as they offered us the features we needed. The phone system was changed over on the 8th May. Hadji Singh said he was very impressed with phone system – also says the surgery has changed a lot. Very professional. All the PPG felt the new phone system has made it much easier for patients to get through to the practice. Double check that all patients have our new surgery telephone number.

Consent Forms:

Shared consent for each patient.

Amy and Jamila to get consent from the patients who fill in the surveys to put on their names and contact details so they can be shared with CQC when they come back.

CQC:

CQC requires improvement on the GP survey – Mr Jefferson says we were compared with rich people, which is not fair.

375 GP surveys were sent out – only 104 were completed.

Jamila is helping patient to fill in the GP surveys.

We have our own survey which we are trying to collect.

Adjal mentioned the TV in the waiting room is very good and provides good information. She says her children enjoy the TV also.

NHS Choices, friends and family are also needed.

Bowel Screening:

Bowel screening – patients not responding – Musrat deals with this in that she calls the patient and explains the importance of bowel screening.

Instructions need to be in all languages.

Displays:

Mr Singh pointed out that the displays in the reception area have too much information on them so patients will read them. We need to display less information so patients read the information. Each display board should have one topic. Shaheen & Homma will look at display boards and change them so they are more appropriate to our patients. To complete by

next PPG meeting-19th September.

Flu vaccinations:

We have been asked by Public Health England to give a small presentation at a west Yorkshire flu event:

Hi Shaheen,

I wonder if you can help?

Myself and colleague are organising a West Yorkshire Flu event in June which looks at the past Flu season and planning towards the next. As part of this we're looking at including a session on "At Risk" and how to improve uptake. We've noticed that your uptake for this cohort is particularly good and wondered if you would be willing to share any good practice on how you have achieved this? If yourself or someone from your practice would like to give a small presentation that would be fantastic or alternatively we would be more than happy to do this on your behalf. I'd be interested to know your thoughts.

Please feel free to give me a call to discuss further.

Congratulations on your uptake for this cohort.

With Kind Regards

Nicola Winter

Screening & Immunisation Co-ordinator

Public Health England - NHS England North (Yorkshire & the Humber)

3 Leeds City Office Park | Meadow Lane | Leeds | LS11 5BD

Shaheen & Homma took part in this event which went well. Hopefully we will do the same in other areas.

Patient – OTC Medication – Self Care:

NHS Guidelines have changed – lots of medications are available over the counter PPG feels we need to encourage patients buy them not ask for a prescription.

She explained what Care navigation is and that Bradford CCGs will be launching it later this year-October. This will support patient self-care.

Services we provide at the practice:

In-house Pharmacist- Hadji very pleased with Pharmacist: Shahbab

Dietitian

Advisor

Smoking cessation

Alcohol worker

The practice is working on providing more services in-house which is something patients would like.

- Extended Access has been available since the April – 20 appointments per month. We need to encourage patients to use the appointments as they are reluctant to go to another practice.

DNA – 53 last month (June)

Actions From Previous meetings:

	Item	Action	Person Responsible	Deadline
1	Phone line.	Installation of new phone line which gives patients options. Completed 08/05/18.	Shaheen/Dr Hakeem	31/05/18
2	DNA lead	Gillian is now in charge of the DNAs, she has also looked at and amended the staff DNA policy.	Shaheen	01/07/18

Date of next meeting:

19th September 2018