

The Bradford Moor Practice

Minutes of PPG Meeting

Date Of Meeting: 02/05/2018

Time:1pm

Present:

Shaheen Hussain (Practice Manager), Musrat Hussain (Office Manager),
Jamila Khan (Patient Engagement Lead), Mr Ian Jefferson (patient), Mr Hadji Singh
(patient), Abdul Raqib (patient), Miss Adjal Khan (patient).

Apologies:

Dr Hakeem

Approval of Previous Meeting:

Minutes approved by Mr. Jefferson PPG chairman.

Access plan:

Shaheen talked through the access plan with PPG members:

Improve patient engagement- Patient Engagement Lead to interact in reception with patients to promote feedback through surveys. Also Patient Engagement Lead and PPG to provide support with completing and understanding survey questions.-on going from July 2018. We will use the surveys to inform us of areas we need to work on as a Practice.

- Also set targeted meetings for different age, groups and different issues/conditions e.g. carers gp meeting, baby & mother meeting etc.
- Provide up to date information for patients on TV screen in reception
- Active sign posting- Care Navigation is being introduced by the CCGs in Bradford it is based on reception/admin staff navigating patients to the most appropriate service, which isn't always seeing a GP: admin and reception staff to complete accredited on-line training and go on training day for the care navigation. Reception staff to become confident with using West Wakefield Health & Wellbeing template.-to be completed by 31st October 2018.
- Practice to become more informative about Community Connectors and make referrals to the service.
- Support self-care-we will develop Information packs for long term conditions regarding self-care. Put on website and have available at reception for patients to read when waiting. Nurse & HCA to signpost pts to the packs on our website-to be completed by 31st Jan 2019.
- Jamila will set up groups which will encourage patient self-care
- Reducing DNAs -Appoint one member of staff to be in charge DNAs-completed by 31st July 2018
- Staff to ring pt or text pts a day before apt to remind them. On the day of apt. if staff think pt may not turn ring pt again. Move any pts running late down the doctors list and move pts already waiting up doctors list to reduce DNAs.-starting from 1st July 2018
- Revise Did Not Attend policy for pts (reduce the jargon)

Mr. Jefferson will go on the care navigation training on behalf of the PPG.

PPG approved and signed off Access Plan.	
<u>DNAs:</u> DNA – 62 last month (April)	
<u>A.O.B:</u> Nothing to report for this meeting.	

Date of next meeting:

4th July 2018