

# The Bradford Moor Practice

## Minutes of PPG Meeting

**Date Of Meeting: 19/09/2018**

**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).**

Apologies:

**Dr Hakeem**

Approval of Previous Meeting:

**Minutes approved by Mr. Jefferson PPG chairman.**

**SURVEY RESULTS:**

**We were below the national results. We looked at last years and this year's survey – Language is a problem.**

**Jamila engaged with patients to ensure the In-House Surveys were completed. We are improving however some patients do not respond to the letters. Mr Raqib told us that when he went to the hospital he was asked to fill in a meds review with it was a survey which had to be completed. GP survey – we will send text messages in future so patients are aware of survey and know they can get support to fill it in.**

**Shaheen, Musrat, Mr Jefferson & Mr Singh will look more closely at results from both Cefep and In-house Gp Survey to identify further actions for next year's action plan.**

**EXTENDED ACCESS APPOINTMENTS:**

**From 1<sup>st</sup> April Picton Medical Centre, Ridge and Shipley Health Centre can be used and patient can be given appointments for evenings and weekends to attend these health centres.**

**Shaheen will send out bulk messages regarding availability. We will advertise more about the services running. This saves time for Out of Hours. It is also convenient for patients who work all day and they have access to patient records. Physiotherapy Services available.**

**CARE NAVIGATION**

**Mr Jefferson went on the Training. From October this will be available which makes it a lot easier for the patients. Staff have also completed both the on-line & face to face training.**

**NEWSLETTERS**– **Mr Singh will work with Shaheen on a newsletter to be completed by the end of September. Please email or tell us what you would like included in the newsletter.**

**There is enough information in reception – A4 sheet re: Flu Campaign and Bowel Screening. Mr Singh was really impressed with the notice boards, the information is updated every 3 months with relevant information put on early notices for patients.**

### **COFFEE MORNINGS**

Jamila will run separate coffee mornings for men and women as a lot of women find it difficult around men and feel more comfortable when talking with other women only. And for men a separate coffee morning where they can talk about men's health. Ask Shahbab to participate as Asian men find it quite personal regarding their health.

**COMMUNICATION** – Mr Jefferson and Mr Singh really like the idea of the calming pictures and music displayed in the reception area – he suggested having a volunteer to speak to patients whilst they are in the waiting room. Different days for volunteers.

### **Carers Resource:**

Carers Resource will be coming to the surgery, once a month for two patients. This starts in October 2018. This will support the carers at our practice, we now have around 103 carers that have been identified by the practice. Staff are asking patients when they come to reception or ring patients if they are carer or if they have a carer.

### **A.O.B:**

**Family day** went well apart from being let down with the bouncy castle however we raised £150.00 and Dr Hakeem donated £300.00.

Groups will be held in the Bluebell Building – evening and morning times. Friends, family of patients are also welcome.

### **Word of mouth – good experience**

Some surgeries do not get the service we offer to our patient and engage.

Shaheen talked about how do they feel if we have to move premises to perhaps Hillside Bridge or Thornbury.

**Patients can now be registered** out of our catchment area as long they do not ask for a home visit, which the doctor would not be able to do.

**Sit and wait appointments** – reception staff to tell patients that they could be waiting up to an hour before they are seen by the doctor. Dr Hakeem will see the patients of the locum doctor if he is running late, to help out.

### **Actions From Previous meetings:**

	<b>Item</b>	<b>Action</b>	<b>Person Responsible</b>	<b>Deadline</b>
1	Look at display boards & make more appropriate for patients.	Display boards have all been changed so that they are easier to read for patients. Reception area also made more brighter and seats covered.	Shaheen & Homma	19/09/18
2	Self-care information packs.	Homma has now completed the self-care packs for the reception area.	Homma	12/09/18

### **Date of next meeting:**

18<sup>th</sup> December 2019