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PPG MEETING

Wednesday 9th October 2019

Present: RF, BT, SM, RS, SB, SR (Patients), Natasha Khatoon (Reception Team Leader), Sobia Ambreen (Assistant Practice Manager), Farzana Najeeb (Senior Receptionist)

Apologies: CB, AH, SA (Patients)

Minutes of the last meeting

Approved by PPG members

PPG Survey

The PPG survey has been running for several months and Health Champions have been actively supporting the practice with this. The PPG survey results will be collated and a summary will be created of the outcome. Further information and results will be provided at the next meeting. The survey will be repeated next year. NK will make changes to the layout of the current survey, ensuring it is easier for patients with a language barrier.

National Self-Care week (18th Nov 2019 - 24th Nov 2019)

- **Walk-in Clinic - Wed 20th Nov 2019 - Morrison's pharmacy**

National self-care week will take place from 18th Nov - 24th Nov 2019. The practice does actively promote self-care throughout the year, but during the self-care week, the practice has invited Morrison's pharmacy to carry out basic health check, BP checks and cholesterol checks, on the walk-in clinic day - Wednesday 20th November 2019.

Carers Resource - monthly visits

The practice is supporting carers registered at the practice, and have started working with Carer's Resource. Carer's Resource provides support for carers, no matter what their age, race, religion or needs are. They deliver services in Bradford, Craven, Harrogate and Selby Districts. Some of the services Carers Resource provide are, help with benefits, support planning, opportunities to access coffee mornings, lunch clubs and supper groups, access leisure based classes, apply for carers assessment etc. Carers Resource will attend Thornbury Medical Centre, every 3rd Monday of each month - the practice will provide a

room for them, to speak to carers and offer their support and services. Carers can book with an appointment with Carer's Resource by contacting reception.

Social Prescriber

As part of Primary Care Networks 5 (PCN5), the practice has been allocated a social prescriber who will work at the practice every Wednesday. There is a lot of non-medical support that can be provided to patients through social prescribing service, i.e. improve wellbeing, social isolation or benefit advice. Patients can contact reception for further enquires, the reception staff will leave a message for the social prescriber to contact the patient. Health Champions can encourage patients to make use of this service.

National Survey

The National Survey results have been published in July 2019. The practice is pleased to announce that there has been a better outcome in comparison to last year's results, however there are a few areas of improvement. In response to the results, the practice has put together the areas of improvement to introduce changes following the patient's feedback from the national survey. Furthermore, the practice will introduce a local survey which will be distributed from November -December 2019. The health champions will support the practice with this.

NEW GMC Contract - Online appointment (25%)

Thornbury Medical Centre will be making 25% of GP appointments, available for patients to book online. This will benefit working patients, students, carers and patients who have access to the online system. Patients will be able to book appointments at their own availability and in their own time. Members who already have SystmOnline, shared their positive opinions on how it is a very useful service and could help others. A note can be added to the appointment for the clinician beforehand, also online services offer the choice of clinicians. The practice is encouraging

Training Practice

Thornbury Medical Centre is pleased to announce that it has now become a training practice. The practice is keen to support the development of students in training. Dr IZ is a mentor for Advanced Clinical Practitioners. The practice nurses are mentors for 1st year student nurses. These students will be shadowing both GPs and Nurses during consultations - patients consent will be asked at the start of consultations.

Upcoming Trainings

All PPG members are invited to attend the following trainings during practice protected learning time. Dates and time as followed-

- **Learning Disabilities - Thurs 17th October 2019 at 2pm**
- **Resuscitation - Thurs 21st November 2019 (2pm-4pm)**

Any other business

- **Health Champion Update** - The Health Champions are keen on starting other activities such as craft work and promote new ideas. They will also encourage new members to join their team. 2 PPG members have offered to join the health champions and educate the patients in Urdu/ Punjabi - language barriers seem s to be an issue in communication with the patients. No further update regarding the gardening project. Health champions asking if the health education room can be used on another day so that champions can come in and utilise the room - **SA will be looking into this and feedback on next meeting.**
- **Email regarding the provisions for elderly/ disabled patients** - provisions discussed per email from a health champion, some as listed below:
 1. Carer resource - monthly visits
 2. Social prescriber
 3. Vulnerable patients register - staff assigned for weekly calls
 4. Carers register
 5. Annual health checks and free flu vaccinations for carers
 6. Carers accommodated - appts/ prescriptions
 7. Prescription line between 1-3 for elderly and housebound patients
 8. Annual training and updates for staff i.e. carers awareness, learning disabilities

Next PPG Meeting: Wednesday 15th January 2020 at 1.00pm