

Manor Medical Practice – Patient Participation Group (PPG)

Minutes of meeting held 16/01/19.

Present: Rafiq (Chair); Dale (Vice-chair & acting scribe); Jamshad; Madeline; Barbara; Wendy; Peter. **Practice Staff:** Dr S Ali. FY2 Dr. Rachel, Caroline, Catherine.

Apologies: Ian; Madeline. Rafiq thanked everyone for attending the meeting.

Virtual Members: *Not recorded.*

Introductions: Prof. Ali introduced Rachel who is on rotation with the practice for four months during her training.

Minutes of last meeting: Held on 17th October 2018. Proposed, seconded, agreed.

Matters arising from last meeting:

There was an up-date to the Open Access which continued into the Agenda.

Practice Issues:

Prof. Dr Ali outlined the current situation regarding the procedure of Open Access which had been evaluated prior to Christmas. Effectively, whilst it had been well received by many patients we had, perhaps, become a victim of our own success to such an extent that the numbers of patients presenting themselves at the two surgeries frequently exceeded the numbers that could be comfortably and, more importantly, safely accommodated within the buildings and therefore violated Health & Safety legislation.

For this reason the Open Access plan had been changed, effective from Monday 14 January. During the evaluation it was found that the Practice required 80 – 100 ten minute slots per day to accommodate the average number of patients seeking assistance concerning one single issue. That latter practice would continue but the number of Open Access sessions would be increased to operate daily on a Monday – Friday basis with all the available Practice Partner doctors available.

However, instead of patients all turning up en-bloc at 07.30 (as it has frequently been) or 08.00, there will now be three methods of compulsorily booking an Open Access appointment daily from 08.00 hrs., i.e.:-

- a) On-line <http://www.manor-bradford.co.uk>
- b) by telephone 01274 484111 (the same number covers both sites)
- c) at a surgery, again for a specific time during the day.

Each option would allow for choosing any duty doctor with availability.

At the same time we are working towards on-line availability of other team members, i.e. Practice Nurses; Healthcare specialists; Pharmacists; Counsellors and doctors in training supervised by our Partners, of whom we now have five, i.e. Prof. Dr S Ali; Dr Gabriel Braun; Dr. Adeela Khan; Dr Uzma Qureshi and Dr Munnaza Ali.

It is Practice policy to dispense, wherever possible, with the services of locum doctors as this is a unacceptable drain on the resources of the Practice which ultimately places more behind-the-scenes work on the already 'well' worked Partners. These changes will eventually result in changes to the clinical working days at each site.

Patient members of the group were each given a copy of the results, in a 15-page Practice Survey, carried out last December and were asked to read, prepare and present any final observations at the next PPG meeting.

A o B:

Action Plan: Dale, Ian (in his absence) and Rafiq were asked to consult with Caroline before the end of March in relation to the 2019 Action Plan as last year,

Cancer Support: Rafiq handed out a leaflet for the 'Big Brew' which he is helping to fund raise to help Yorkshire people affected by cancer.

Evergreen: Peter asked if this App. was available on computers but it was explained that this technology was only available on suitable modern telephones.

Date of Next Meeting Wednesday 20th March 2019 Gillington 13.00 hrs.

Signed: Rafiq Sehgal (Chair) PPG

Date: _____