



**Barkerend Health Centre, Barkerend Road, Bradford, BD3 8QH**

**Wednesday 9<sup>th</sup> January 2019**

**Attended** –; Dr Akbar (Lead GP), Mohammed Shaid (Business Manager and Practice Manager), Vikki Hunt ( Patient Engagement Lead), Shaifhana Hussain (Nurse Manager) Sabah Fayyaz (Admin) Bushra Malik (Admin), Haris Shaid (Admin), Sue Robertson (Admin)

Patients: AL, RK, BB, MF, MA, AK, YH, GP, SR, KS, MA, TK FH, SK, RK, YH, SS, RS, MB, VS

**(20 Patients in Attendance)**

**Apologies** – HA, SA, DO

**Welcome to everyone**

The meeting started at 3.00pm by Mohammed Shaid /Dr Usman Akbar who thanked everyone for their attendance especially as it was at short notice. Patients advised of important news to discuss about Barkerend Surgery future.

### **Practice Future & New Proposition**

UA and MS addressed the patient reference group (PPG) members that in November 2018, the management team had put a bid in for the managed patient application list for Hillside Bridge. The management team for Barkerend surgery successfully had the bid accepted in competition to other practices around Bradford. After careful consideration and due process, the management team had carefully looked at the feasibility and patient impact of keeping both sites open. Unfortunately, due to lack of clinical rooms at Barkerend site and the inability to grow patient's services from the current location a decision was carefully considered to make a move for the services from Barkerend to Hillside Bridge. MS/UA advised the group we would be looking at full transfer of services by the 31<sup>st</sup> of March 2019 and be fully operational from the new site from the 1<sup>st</sup> April 2019. Services will continue at Barkerend and all patients now have a choice whether to stay with us and transfer to the new site at Hillside Bridge, 4 Butler St W, Bradford BD3 0BS. It was empathised that patients have the right to choose where they receive their care and they also had the option to leave us and choose another practice. MS provided the group details of surgeries within Barkerend Health Centre who would be able to take them on, however if they required further clarification, they can speak directly to Primary Care Support England team on 0333 014 2884 for guidance. It was also mentioned that the CCG and the practice are in the process of notifying patients formally in writing in the next few days and weeks.

UA and MS explained more on the reasons for the decision. We want to be able to provide patients with a plethora of services both medically and socially. An example would be more clinical capacity as we have access to more clinical rooms compared to now. MS also pointed out Barkerend Health Centre is continuing to have daily unresolved building maintenance concerns and has therefore become inadequate for today's needs. Hillside Bridge will have 5 spacious clinical rooms, a big reception area & generally a modern building. Positive feedback was echoed about this statement by the PPG members. MS also advised the meeting that the opening times at the new practice would be more patient friendly offering a potential 6-day service. We will no longer be closed on a Wednesday afternoon, which would mean extra appointments on the day booking or those patients that decide to book on line extra capacity. Currently the extended access at Hillside Bridge is on a Wednesday till 8pm. From past discussions in our meetings it has been agreed that our patients prefer their extended access to be on a Saturday morning. MS is happy to continue these services as a reflection the patients' inclination. However, we will fully discuss this with the patients from Hillside Bridge, including their PPG members.

MS confirmed that the official start date for the managed application list is the 1<sup>st</sup> February 2019. We fully intend to transfer /merge the patients into Barkerend by the 1<sup>st</sup> April 2019, dependent on the clinical system provider (TPP).

MS opened up the floor for Q&A.

Concerns were raised about the impact on patient care and access during this period.

UA and MS assured patients that there will be minimum disruption for patients who choose to stay with us. The only difference they should see or feel is where they attend their actual appointment. Patient records will automatically be transferred once we move. TK asked if there was to be additional doctors and other clinical staff to meet the needs of the patients, especially with the increase of list size. MS and UA assured the meeting that there would be ample staff including a recruitment drive for clinical staff to cover the new surgery. MS advised the group if it was found that the practice needed more staff in any way then they would recruit where appropriate. Services would not be affected as demonstrated with Barkerend. RK advised the meeting that for people who don't drive that there is a bus service that runs down Barkerend Road and walking distance from current location is no more than 15 minutes. These buses will be added to the Surgery Newsletter to help patients who aren't familiar with the services. UA and MS advised that whilst they appreciated that for some patients this would be too much of a change for them, that the possibility of new services and current excellent existing care may make patients consider their options before deciding to leave. UA will continue to offer home visits to patients that need it where appropriate. The majority of patients that attended today's meeting were happy to travel a little further, a small number expressed their disappointment and did say that perhaps it would be too far now for them to travel, or family members were too old to move now. Majority of patient were in agreement that most families/patient have access to family member who have cars. A bus timetable will be done for these patients and provided to them, which will mitigate any confusion. The majority give their seal of approval to the move.

MS and VH advised the meeting that official letters would be sent out to **all** patients to advising them the timetable of move. In addition a clinical rota will be done for them so they are aware exactly of clinical capacity. Patients will ultimately have the right to choose their clinical provider and will be provided with alternatives and given the contact details of the Primary Care Support England team.

## **GPOS**

MS and VH advised the meeting that GPOS Surveys were currently being sent out. Patients were encouraged to speak to any of the reception team if they had any difficulties at all with completing these. MS stressed the importance of this survey. VH has already sent out a text message to all patients set up to receive texts to advise them of this. One member of the group had already received hers, filled in and returned it. MS thanked her for her co-operation with this.

## **AOB**

VH, MS and UA thanked all the patients for their continued support and also expressed their hope that this group would continue to support and meet under the new practice. MS advised the group a Hillside Bridge Surgery PPG meeting was to be held on 17<sup>th</sup> January 2019 at 5.30 pm down at Hillside Bridge with the members there. VH will keep current members of Dr Akbar's practice up to date with developments via the surgery newsletter and the practice website.

MS & UA had individual discussion with patients and encouraged patient to express any views. Also patient were advised they also had the option to have private discussion if desired.

The meeting closed at 5pm.

***Our next meeting will be the new site 25<sup>th</sup> April 2019 @5.30pm updating the patients what we have achieved and if they had any further concerns to discuss.***