



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

**Thursday 2 November 2017 – 5.30pm**

**Attended** – Dr Akbar, Lead Clinician; Mohammed Shaid, Business Manager and Practice Manager; Vikki Hunt, Patient Engagement Lead; Shaifhana Hussain, Lead Nurse.

SB, JA, MY, MA, TB, MA, DF, AJH, SH. (Dr Akbar's patients)

**Apologies** – From AL (patient)

### **Welcome to everyone**

The meeting was opened at 6.00pm by Mohammed Shaid (MS) who thanked all attendees for coming.

### **GP Patient Survey (GPOS)**

MS led a long discussion about the GPOS surveys. MS explained to the meeting what these surveys were and how important to individual practices they are. Noone at the meeting has ever received one of these questionnaires to MS showed an example and the responses Dr Akbar's surgery had received previously. Patients were very interested in how the responses affected the surgery.

### **Going Forward – PPG meeting**

All attendees agreed to continue with quarterly meetings for now.

### **New Phone system (went live 18.8.17)**

MS asked the meeting how they had found the recent changes to the phone system. All agreed it had been a positive development with easier access to surgery. TB pointed out that the message on the system did advise patients that the practice was open from 8.00am. MS

will deal with this as he needs to alter to correct times. Patients were on the whole a lot happier with recent changes, such as regular clinicians and easier access to appointments. The surgery will need to promote the online services more.

A suggestion was made by a PPG member that we have a 'who's who' of clinicians and staff on the notice board in reception. Vikki agreed to speak to the practice team to get their opinions on this.

### **Open discussion (all)**

MS confirmed that the practice doesn't have a cap on the number of patients it is allowed to register. The practice will not turn registrations away, but obviously if a patient is out of practice catchment area then the practice would advise the patient to consider trying a more local surgery for use of services.

### **Practice Information**

MS advised the meeting that a DWP staff member would be starting a clinic at the surgery on a Wednesday. Tracey, will be available to all patients wanting to go back into work. Tracey can also signpost patients wishing to have further help or access to other services.

MS confirmed that the lead nurse, SH will be starting a minor ailments clinic from next Monday.

The meeting closed at 6.50pm. MS and Dr Akbar thanked all attendees.

We will let you know when the next patient participation group meeting will be.