



PPG Meeting – 19 December 2019

Attendees – Mohammed Shaid, Shaifahna Hussain, Vikki Hunt, Haleema Akbar

Apologies from Dr Akbar

6 members of the PPG

Welcome

The meeting started at approximately 17:17pm and was led by Mohammed Shaid.

Barkerend News

MS announced that Dr Akbar's surgery at Barkerend Health Centre is starting the process of a consultation period and proposed move to Hillside Bridge starting March 2020 which means patients will be receiving letters about the proposed move alongside consultation meetings in the next few weeks.

Hillside Bridge News

MS advised the meeting that we now have 2 clinicians working on a Saturday morning and he calculated that we offer patients 400+ appointments per month and explained how the online system works. Patient's feedback regarding the online system was overall extremely positive and patients advised that they were very happy with the online services and find it very easy to use.

SAH also informed patients that a Weight Management clinic would be starting in February 2020. More about this will follow in due course.

HA Social Media

HA introduced our new social media accounts – Instagram/Facebook. HA encouraged patients and their families to look.

CQC Feedback

MS informed patients that our CQC inspection went very well. MS advised the meeting that he has put in a request for the surgery to move downstairs at Hillside Bridge site where we would have more clinical rooms/space – this would be better access for patients who are disabled. Also the surgery has been looking into doing extended access GP appointment if the move goes ahead.

Patient feedback

Patients are not happy about the waiting times when seeing GP's. These waiting times can sometimes be up to 30 minutes with certain clinicians. MS advised he will review/audit the timings that clinicians are logging on and waiting and feedback at the next meeting. All attendees agreed

that it would be helpful if reception staff informed patients if clinics are running late – a patient suggested if we if we could have a screen for patients to know how late their appointment is, like the one in BRI. MS told patients that we would look into funding options for a JAYEX system, which serves as a information portal and self-logging in system if we move downstairs.

One patient queried the price of private letters at the surgery. The practice makes a nominal charge which is at the discretion of the Manager and Dr Akbar. Patient feels the cost is may cause issues with patients on low income and vulnerable patients –MS will feed this back to Dr UA.

One of attending patients mentioned that they would like a walk-in clinic however SAH responded that this could result in patients having to wait 3-4 hours or more to be seen and may not be fit for purpose, overall patients agreed that enough appointments are being offered at present.

Social Prescriber

MS introduced what Alex, the Social Prescriber does. Alex will provide one morning a week for our practice. This will cover social problems patients may have, for example, loneliness, isolation, debt worries and social issues or difficulties.

New name of Dr Akbar's at Hillside Bridge

We discussed new names for the surgery

- The Care Medical Centre
- Sahara Medical Practice
- Heart Pumping Surgery
- New Otley Medical Centre

HA suggested doing a competition on Instagram/Facebook for ideas of the new surgery name.

Next PPG meeting will be on the 7 March 2020 at 5.00pm.