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|  | **PPG Minutes**  **Monday 30th January 2017**  **2.00pm** | | |
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| Meeting called by: Practice Manager Ann-Marie Rose |  |  |  |
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| Attendee’s  Ann-Marie Rose  Razia Bibi – Patient engagement lead  Vicki Hunter – Patient engagement lead(Dr Akbar)  Jane Bower- Practice manager (Dr Akbar)  Mr K Hunter | | | |
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| **----- Agenda Topics -----**  Apologies – Dr Malik, Dr Akbar Pauline Dooley ,Mohammed Iqbal, Hilary Firth (carer John Harrison) Mrs Abeda Laher and Wendy Taylor apologised as unable to attend for Moor Park Medical Practice  **Patient Engagement – Open Event Week December 2016 –** well attended and delivered by patients and staff. Team work and collaborative working with other practices.  **Carers Service, Breast Screening Service information, Fire service and home advice and information, Blood pressure checks and HBA1c checks all delivered at the Open Day at Barkerend Health Centre**  Community chest funding was received by the practices within Barkerend Health Centre from Bradford City CCG to work collaboratively with together and with other organisations and services to promote self-care and awareness. The practice managers and patient engagement leads engaged with patients and other staff on the day. Information was gained from all the stalls. Patients chatted to the different sectors e.g. Fire Service, Breast Screening, Carers resource and were able to get information and book appointments for follow up with the services. Avicenna medical practice kindly supplied a member of staff to take Blood pressure and to do HBA1c checks on any patients who wanted it doing, the results were given back to individual practices if a patient needed a follow up appointment. Moor Park had two patients with high HBA1C’s that were flagged up.  Fruit baskets from Morrison’s and a raffle for patients were organised by Michelle from Avicenna she collected the fruit each morning so it was fresh. Self Care information was promoted around the health centre. Children’s workstations were set up and gift packs were given out. The PE leads worked as a team and with Michelle from Avicenna photographs were taken to showcase the event. Ann-Marie PM and Razia Bibi from Moor Park Medical Practice spoke to all the voluntary sector stall leaders and established contacts for future. Wendy Taylor Moor Park Medical Practice our PPG chair lady was also involved with the activities around the health centre. Caroline Evison from Primrose surgery popped in to work collaboratively with our practices and also chatted to the service providers. Food was provided on the day for patients.  Advertisement for this day was posted around the health centre, leaflets were printed and given out and Moor park put it on their call board. Letters sent out to patients and next time we have an event the PM or PE will send text messages out. We also ask that all members of the PPG and patients spread the messages by word of mouth to the community.  **CCF Meeting** – Collaborative working, sharing information, district nurse and community matron services changes.  Bradford breathing better - discussed  **Access and demand** – The Practices continue to work on access and demand and how to improve services looking at working hours and appointments and how the practice delivers services. Different ways of working flexibility in services. Mr Hunter commented on the issue of introducing 7 day working and said it’s not the answer as the same patients will access the system, educating the patients on how to use the services is a better answer to the problem the NHS faces. He wanted it to be know he says “everyone has to have some time off”  Ann-Marie PM for Moor park medical practice - Explained access and demand – flexible working about delivering different services at different times of day by GP’s ANP’s Nurse’s, HCA’s Pharmacies to accommodate patient’s needs e.g. working people, parents, school etc. Appointments, telephone, online, advanced booking, out of hours and A&E. All services are working together to find a better solution to access and demand.  **Social Prescribing –** new scheme and some practices taking part (see below for practice)  **Quality Premiums –** pharmacy are working with the practices – make sure coding is done correctly, face to face, telephone, emergency  **Pharmacy ordering prescriptions and Electronic Prescription Service**  **Leaflets given out to the group- Discussed**  **Online Services training-** Moor Park Medical Practice has organised training sessions for patients to attend some training for Online Services, several patients from the practice have expressed interest in this and 2 patients have now had the training. The practice will continue to help patients with this Mr hunter was given his online services password and registration letter. Next session booked 15.02.17  **Social Prescribing –** Moor Park medical practice has been chosen to take part in a new venture called social prescribing for patients. 50 Patients will be seen at the practice over the next 12 months to see if they would benefit from social prescribing. PM and ANP are going to a meeting this week to get more details on how the scheme will operate.  **Patient Engagement Scheme**  **Annual Report –** end of year report to be submitted by 31.03.17 so this was discussed. Patient engagement scheme working well within both the surgery’s and we are working collaboratively with other practices having Open Day Events, promoting self-care, healthy eating, pharmacy first. The health centre Open Day was well received so this will be repeated with other services. The practice work with Avicenna and Dr Akbar’s surgery who are all located within the same building. Razia Bibi patient engagement lead has attended all the mandatory meetings and others as well. The Practice manager has also attended some meetings and works with the patient engagement lead.  **Network meeting –** the practices want to encourage patients to attend these meetings the next being Wednesday 1st February 2017 patients can attend and if they need help getting there travel costs will be met by the CCG. The agenda and meeting details are emailed to Practice Managers and these are sent out to the PPG through the post, the notices are also put up in the practices for any other patients who want to go. Patient engagement leads and other members of reception staff are happy to help with details for this.  FFT Survey – Friends and family test leaflet looked at and discussed, results have improved since the practice allocated a specific table for this in reception. Mr hunter commented that he had been asked several times to complete one. The figures have slowly risen for the survey and the practice is doing well.  **NHS GP Survey**  The practices are trying to encourage patients to fill in the NHS GP surveys which are sent to out randomly to patients twice a year. Any patients needing help with this can contact the surgery. NHS GP Survey is advertised on a pop up board in reception and notices are displayed. Razia Bibi and Vicki patient engagement leads are available to help with this.  **Pharmacy First – changes from January 2017 –** the pharmacy first scheme is to continue to run but some changes have been made. Patients are still encouraged to use the service but medications will not be free for adults from Jan 17 and Children from March 17 Practices to encourage self-care and pharmacy first as first point of call to help with appointments and access at surgeries.  **Flu –** small uptake on vaccines maybe due to mild weather. The practices give the flu vaccines opportunistically and also run drop in clinics.  **Diabetes 9 Care Process and Bradford beating Diabetes**  **Citizen Advice –** Are no longer working in the BD3 area and have been taken over by another service called Family Action Bradford. This service has agreed to still run free sessions at Barker end health Centre and patients can book in to see them.  Accessible information:  The Practice has been working on the accessible information standard for patients and carers who need information in a different format. The practice has looked at ways to improve communication for patients who are deaf, blind, disabled and other disabilities. Reports have been run for patients and carers and patients are being contacted by a lead admin member on this. All the team/staff members are aware of the template and can complete opportunistically with the patients if they are at the surgery.  Electronic Mail – Use of Fax  The practice is trying to use the electronic mail system, e consults, online referrals instead of the fax machine. Hospitals and other services still fax information to us and the fax is a backup for fast tracks etc. if systeomone is not running.  **DNA’s**  Did not attends were discussed, both practices have systems in place for regular patients who DNA and the practice manager follows up. Patients who DNA 3 times within a period of time can be removed from the practice lists.  DNA figures are displayed at the surgeries on reception and on the notice board/call boards  PPG Chair: Jane informed the meeting that sadly Mrs Carmel Wilson (who was the PPG Chair for Dr Akbars surgery) had passed away suddenly a few weeks ago. She wanted her condolences to the family of Mrs Wilson and her appreciation of Mrs Wilson’s services to the surgery added to the minutes of todays meeting. | | | |
| MEXT MEETING DATE – Wednesday 15th March at 12.00pm | | | |
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