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|  | **Patient Participation Group Meeting****Monday 18.03.2024 10.30am** |
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| Meeting called by: Practice Manager |  | Note taker: Shameem Ali secretary |  |
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| Attendees:Dr MalikAnn-Marie RoseNazia HussainAsma MahmoodShameem AliWendy Taylor (Lead Patient)Safina KauserApologise received from 2 other PPG Members**Dr Malik welcomes everyone to the meeting****PPG****The Practice is looking to recruit new members for the Patient Participation Group as some patients have left the practice or sadly passed away. PCN5 social prescribers are to be part of the team who build a bigger PPG this engagement will start March 2024****Buildings:**The move to hillside Bridge still in early stages, talks have been had this year, but the Hillside Bridge Building still hasn’t had any changes as yet to accommodate Moor Park and Avicenna. Patients will be informed when the move is taking place and will have a chance to have their say.The Practice continues to have problems with the building:This is the list of building problems going on over 15 years:* Roof leaking in all areas of building
* Toilets blocked weekly – drainage inadequate.
* Heating doesn’t always work.
* Hot water – sometimes
* Car Park – Gates vandalised, and locks superglued.
* Car park – Residents, schools and pharmacist take all the parking spaces up in the car park staff can’t get parked to come to work. Staff are being abused in the car park over spaces.

**Pharmacy First Consultation** **This new scheme was introduced by the government and NHS on 31st January 2024 in order to try to help primary care and GP Practices manage appointments.****All staff aware of the new Pharmacy first Consultation Service covering 7 acute ailments, 95% of practices through out the country have signed up to the scheme.**

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| **Clinical pathway**  | **Age range**  |
| Acute Otitis Media\*  | 1 to 17 years  |
| Impetigo  | 1 year and over  |
| Infected insect bites  | 1 year and over  |
| Shingles  | 18 years and over  |
| Sinusitis  | 12 years and over  |
| Sore throat  | 5 years and over  |
| Uncomplicated urinary tract infections  | Women 16-64 years  |

**The Pharmacy first scheme together with enhanced access takes some pressure off the Practice with appointments. Enhanced access is offered to patients on a daily basis. Patients can get GP, nurse and HCA appointments on the day and to pre book with enhanced access covering Consultations, cervical smears, asthma, bloods and diabetes checks. The appointments are delivered on an evening and weekends at Barkerend health Centre and Hillside Bridge****PATCHs**Patches has been implemented into our system so patients can have video consultations.Patients can register for PATCHS online through pour website.Patients can complete a questionnaire for a consultation or admin query.**E Consult –** The Practice continues to use E Consult in the same way as patches as patients are used to this system now. This system was decommissioned by the ICB March 2023 but the Practice will continue to fund this system in 2024 as it works well for the practice and patients.**PCN5 10 Practices in this area working collaboratively together.**Moor Park Medical PracticeBradford Moor PracticeAvicennaPrimroseDr Akbars/Hillside BridgePeel ParkValley ViewBevanThornburyEccleshill**Practice managers have been on a Practice Support Programme for the last 6 months gaining knowledge on how to build a better team, resilience, access and demand looking at the telephone and appointment system also looking into time management and care navigation. Celebration meeting was held Wednesday 31st December to view what was achieved in the support sessions. Members of the ICB attended alongside other services and PCN’s.****Implementing New ways of working*** New telephone system to capture information such as queuing, dropped calls, missed calls.
* Care Navigation template is being updated so making it easier for staff to direct patients to the correct service.
* PCN5 – working with patient needs and services locally.

**PCN5 – Social Prescribers*** Yoga classes being held for PCN5 patients – 8-week programme and any member of staff can refer a patient to this service by tasking the secretarys.
* Yoga Classes – Will be made available to staff in the near future for wellbeing.
* Walking groups are being established at hillside bridge for all PCN5 patients and staff.

**NHS GP SURVEY**The NHS GP survey is sent out to patients Jan- March each year then the results are collected and collated for national publication.The Practice is working hard to improve on the return of the surveys and messages have been sent out to all our patients through sms encouraging them to fill the surveys in.Staff are happy to help patients at anytime with the filling in of the surveyWendy our patient engagement chair said she is always willing to help patients with the surveys.**End of year meeting**The team reviewed all the agenda items discussed throughout the yearPPG MeetingsComplaints, Compliments and Significant eventsOnline Services and patient online access |
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