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|  | **PPG Minutes** **Monday 4th February 2019 2.00pm** |
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| Meeting called by: Practice Manager Ann-Marie Rose  |  |  |  |
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| Attendee’sDr MalikAnn-Marie RoseRazia Bibi – Patient engagement leadWendy Taylor – ChairSafina kauser |
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| **----- Agenda Topics -----**The team of people attending the meeting today looked at the area in the middle of Barkerend Health Centre and agreed it would be a perfect area to improve for patients. Fresh air and open space is good for health**.****Street Life Partnership**The Practice is working with David Holt from Street life partnership and with Dr Akbars Surgery on securing funds for a PPG Project and it has been suggested we look to use some open space in the middle of barkerend Health Centre for a Tranquil peaceful garden where patients can sit outside while waiting for appointments or after injections. This garden will be good for children and adults with COPD Asthma to get fresh air and also a place for carers and cared for patients to sit. The Practice is hoping to have disability access built and bird boxes and a water feature in the garden. The initial funding is for £1000 per practice and this time our practice wasn’t successful in getting funding this is the first phase and the Practice has been reassured by David that the second phase starts in February 2019 and our Practice will get funding. Dr Akbars was successful in the first phase so it has been suggested we pool the money together for ongoing work to be completed. Street life partnership organise a workforce who are volunteers from large and blue chip companies to come out to do the initial work. Street life project also works with local schools where they build the bird boxes and other things so all ages of patients can get involved.

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| David Holt |
| Project Manager |
| **Street Life Partnership** |
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**Difribulator**The Practice has just been informed 01.02.19 we no longer have a communal difribulator and each practice has now got their own. Moor park medical Practice hasn’t got their own and has never been informed of this. In October 2018 CQC visited the health centre nothing was said that it wasn’t communal. Dr Akbars Surgery has kindly said we can use their machine in the event of an emergency but going forward we need to buy one. The Practice Manager is looking into extra funding for this and the group are going to look at ways of helping.**Self Care Week was a success for the practice and patients**Self-Care/Health Week Event week beginning 18th November – Promoted through the week with different things and staff involvement working together with Avicenna and Dr Akbars surgery engaging everyone’s patients.All staff engaged over the week with the patient engagement lead Razia Bibi and Practice manager Ann-Marie rose both going out to the reception area to talk to patients. HCA Shabina Kauser was available through the week for opportunistic HBA1C checks blood pressure checks, weight and Flu vaccinations.All staff are there at any time to offer patients support, signposting and guidance**The Practice has now got 4 folders for patients on a table in the reception area****Self care** – Folder with leaflets and information in regarding Self care**Activity Folder –** Community Events and what’s happening**Voluntary Organisations Folder –** Details of organisations to help patients**Practice information Folder-** Contains everything the patient needs to know about the practice**Care Navigation** – JS patient member brought information back to the practice from a patient network meeting.Was introduced at the Practice in December 2018 and this has also been used as a tool to find hidden carers as it helps staff be able to ask for more information.Care Navigation – The Patients and Practice are still getting used to this new system and will be able to report better next year. But so far it is going well.Good feedback from patients about accessible information becoming available.Continuous work on the Accessible information template helps with how to communicate with patients and get their views Online Services has also been welcomed by patients who have difficulty with verbal communication, the Online services gives them another channel to use for making appointments, getting results, ordering prescriptions and reading detailed coded records**Evergreen and Orchra**PPG Member JS tries to attend the network meetings for the practice and brings information back. JS was testing the Evergreen and Orchra app and will update the practice at the next meeting **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. **Patient Engagement Scheme****Annual Report –** The practice is working towards theend of year report which has to be submitted by 31.03.19 this was discussed. Patient engagement scheme working well we are working collaboratively with other practices promoting self-care, healthy eating, pharmacy first and other voluntary services. The practice try to 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. Next **Network meeting – 27th or 28th February Carlisle Business Centre****NHS GP Survey** Mohammed Sharif from The CCG Engagement Officer came to meet the Practice Manager and patient Engagement lead on 30th January 2019. In the meeting Mohammed said Moor Park medical Practice was one of the top 3 practices in city CCG with regard to the NHS GP Survey and from what he saw on that day said the practice should be proud of what we are doing to engage patients in the survey. He can see the practice is doing a lot of work around the survey and will be putting our name forward for this.**In 2018 the practice results were good****417 GP Surveys sent out****100 were completed and sent back****24%****This is recognised as one of the best results in the city**The practice is always looking for new ideas on how to promote the NHS GP Survey and encourage patients to complete. The surveys are sent out randomly to patients between the months of Jan-March 2019New ideas on how to improve the update of these surveysWendy asked if we use text messages the PM confirmed text messages are sent out to everyone who has an authorised mobile number.Wendy commented that the pop up board in reception is eye catching for patients**Diabetes 9 Care Process and Bradford beating Diabetes**The Practice is still working on the Diabetes 9 care process and the Bradford beating Diabetes service. We are also taking part in other Diabetic services as Bradford CCG are encouraging the early diagnosis and treatment of diabetes. Catching it early. Razia Bibi patient engagement lead at Moor park continues to do a excellent job with this and the practice is on target to meet good results. |
| MEXT MEETING DATE – 20th March 2019 time to be confirmed |
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