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|  | **PPG Minutes**  **Wednesday 11.03.2020**  **1.30pm** | | |
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| Meeting called by: Practice Manager Ann-Marie Rose |  |  |  |
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| Attendee’s  Ann-Marie Rose – Practice Manager  Razia Bibi – Patient Engagement lead  John Smith  Zarina Anderson  Ruksana Hussain | | | |
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| **----- MINUTES-----**  **Apologise – Sandra Duckett, Gary Duckett, Safina kauser, Wendy Taylor**  **Welcome everyone**  **Street Life Partnership**  **The Group Looked at proposed plans for the garden in the middle of Barkerend Health Centre. Everyone agreed it will be a nice area. One member of the group suggested Yoga sessions.**  **The Practice is hoping the work will start in April 2020 depending on the weather**  **NHS GP Survey**  Jan-March some patients will receive a NHS GP Survey form to complete. It is really important for the practice that these surveys are returned and counted for the practice to improve.  PPG Members said they had received text message about completing the Survey but no survey has arrived. Explained it is only sent out randomly last year 100 were sent out and we had 25 returned. The Practice is looking to improve on this. PPG Member said not really fair to the practice as they have no control over people returning them. The PPG Member said he hopes he gets one as our service is excellent he often tells people to register here as it’s such a good practice. He hears many stories of people who are unhappy with their GP.  **The Practice asked for new ideas on what can be done to help with the surveys**  **These are already in place**  Text Messages  Handouts  Pull up board with information about competing the survey  Help at hand by any staff member  Any other ideas?  **On line registration** NHS England are requesting that all patients are registered online by April 2020 and Full medical record access must be give before April 2021  PPG Member said this isn’t realistic as not all patients can access online or wish to; it is also a safety information issue.  Another PPG member said the logging in process to access records is really difficult and she has given up although her husband does use it.  **E CONSULT started 03.02.2020**  This means patients can go online and complete a form about their ailments/health send and it will be picked up daily at the practice. Appointment blocks will be put in for clinicians so they can deal with E Consults.  PPG Member said he would look at this on website  The Website has already been updated with information about this  **PPG Member suggested Video Consultations** would also help and in times like these when Coronavirus is spreading it would be an ideal way of seeing patients, no contact but problems can be sorted. Everyone agreed excellent idea and PM said it will be coming in the near future.  **NHS 111 - Appointment slots**  The Practice has now got NHS 111 appointment slots blocked on a daily basis and from April NHS 111 will be able to book directly into these slots  **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.  The Practice has to submit access and demand reports to Bradford City CCG by 31st March 2020. These were given out to the team to look at and add anything that had been missed.  Discuss how our services have changed recently:  The Practice is trying to register all patients for Online Access  The Practice now offers 25% of appointments online  The Practice offers NHS 111 Appointments  Patients can book appointments as follows:  Online  On the day  Pre book  Emergency  Telephone  Extended Access/ Hours  E Consults – coming  **PPG Member taken home all the Documents for Access and Demand and the PPG Template they will read and will sign off**  **Extended Access/ hours**  Extended access and hours was discussed the group agreed it was good for patient choice. New hubs are being opened so we now have one at hillside bridge which is handy for our patients. The Practice struggled with getting people to go to Picton, the ridge and Shipley as it was too far away.  **PPG Member- Network Meeting**  Date of next meeting is Wednesday 25th March 2020  If a member of the PPG wants to go transport can be arranged and paid for by the CCG   |  | | --- | | **NEW FOLDER FOR PPG IN RECEPTION**  **Newsletter to follow** |   **The Practice has updated its 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  **PCN**  The Practice has joined up with other Practices to form Primary Care Network 5  The networks are being set up to improve local services and give more options to the practices to create services on what the patients need in this area.  PCN’s are also working on the New Daffodil Standards – End of life more information about this will be brought to the next meeting.  PCN5 has employed a Pharmacist who has helped with some prescribing protocols and changes for controlled drugs. These have been discussed in practice and at the PCN5 meetings  PCN5 has employed a social prescriber and appointments are available with her to see at barkerend health Centre on a Thursday. Any member of staff can refer a patient to this service  **Other Business**  **PPG Member asked about Holiday Vaccinations** at the Practice, discussed these are not core work for the practice but some are given here. If anyone needs information about vaccinations they can contact the practice and a message will be sent to the nurse, if any vaccinations are needed we can book them in. Other vaccinations may need to be done privately. Patients can get a vaccination history Online or sign access to records and get a copy printed at the reception.  It was agreed that this can go in the next Newsletter as good information for patients.  **Coronavirus** was discussed as main news, PPG member said people are being very selfish in the way they think stockpiling and stealing from NHS.  The PPG members were pleased to hear that our Practice is operating as normal apart from asking questions about having Flu, Cold, Fever and cough these patients are being asked to self-medicate if possible and not come to the practice.  Notices have been put all over the health centre and at the entrance, isolation room has been set up for emergency only and we have received a stock of masks, gloves and aprons.  The telephone message has been updated with Coronavirus details and SMS messages have been sent out to patients with information. | | | |
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