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|  | **PPG Minutes**  **Wednesday 15.03.17 at 10.30am** | | |
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| Meeting called by: Practice Manager Ann-Marie Rose |  |  |  |
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| Attendee’s  Dr Malik  Dr Akbar  Ann-Marie Rose  Razia Bibi – Patient engagement lead  Bushra  Mr K Hunter  Mrs Lal  Safina Kauser  Chair Moor Park Medical Practice – Wendy Taylor couldn’t make the 10.30am start but met up with Ann-Marie Rose, Dr Malik and Razia Bibi after to discuss the agenda | | | |
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| **----- Agenda Topics -----**  Apologies – Pauline Dooley ,Sandra Duckett , Mr Duckett, Hilary Firth (carer John Harrison) Vicki Hunt  **Carers Resource – Patient Engagement**  Samantha Bland from Young Persons Carers Resource came to the meeting and discussed what her role was. Sam is the support worker for 16-25 year olds and helps them with Career advice, education, depression, healthy eating, responsibly, family issues and lots more. She is there to have a big input or just for someone to chat to. Sam also helps Parents of cared for children, this service is highly in demand and has a waiting list but they are still taking referrals.  Patient engagement  Both practices are working towards the end of the year and completing templates for Patient engagement and the Patient Participation group.  The group was asked for their input into the services they would like to see offered at the Practices and if they would like any voluntary organisations to be invited to the meetings. Ideas and suggestions from the group are what we are looking for. Going forward the Practices would like the PPG’s to lead more on this.  **Access and demand** – Both 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.  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 –** Moor Park Medical Practice has been chosen to take part in the new Social Prescribing Pilot Scheme and is working with Poonam Jah from HALE to put a system in place for our patients to access.  HALE will see up to 50 of the practice patients over the coming months and the practice will signpost patients to this service. All the team/staff will refer patients to this service. A meeting was held this week Monday 13th March and a system was devised. Ann-Marie the PM will implement the system and work collaboratively with Hale making sure we give our patients a good service. Another meeting has been arranged for next week Tuesday 21st March for Poonam Jah to meet the team here at Moor Park and pick up the first referrals.  The Service will help with Access and Demand this will be monitored by the PM  **Online Services training-** Moor Park Medical Practice has organised 2 training sessions for patients to attend some training for Online Services. The practice will continue to help patients with this. Next session booked is Wednesday 5th April 2017 this will be advertised around the surgery and text messages will be sent out. Some patients have already put their name down for this training session. This service will help with Access and Demand  Patient from Dr Akbar’s surgery enquired about the appointments available to patients online. Bushra is going to look into this.  Moor Park medical practice offer appointments on the day book in advance and book online. Online appointments are pre bookable and patients can book with Male or Female Clinicians. The system has been well received by patients and helps with access and demand.  **Patient Engagement Scheme**  **Annual Report –** Both practices are working towards theend of year report which has to be submitted by 31.03.17 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.  **Avoiding Unplanned Admissions**  Both practices have worked all year on Avoiding unplanned Admissions. Both practices have a register of patients who are on care plans for avoiding unplanned admissions. Moor Park medical Practice have 52 patients on their list and Dr Malik has reviewed these patients. Some patients have been removed because improvements have been made and new ones added, some patients have been removed as deceased. The practices also review other patients on a monthly basis who they feel are at risk of becoming regular attendees of A&E and unplanned admissions. All the team refer these patients to the monthly practice meeting. A report will be completed by 30th April 2017 with the updates and impacts this scheme has had on the practices.  **Children**  Moor Park medical practice also has a list of children with complex needs for avoiding out of hours care and A&E attendances. Dr Malik does a review on these children once a month.  **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. The teams will direct patients to the Pharmacy as first point of call for minor ailments and over the counter medication.  Patients have now got used to ordering prescriptions themselves and both practices have found this change smooth running.  **Diabetes 9 Care Process and Bradford beating Diabetes**  Both practices are working towards the 9 care process Bradford City CCG targets and are doing well. Razia Bibi patient engagement lead at Moor park has done an excellent job this year with this and the results are now there the CCG tart is 77.2% and Moor Park Medical Practice are on 80%. Well done to both practices for achieving these targets**.**  **Beep Services** – discussed both practices refer to the Beep system and this helps patients with long term conditions and other illnesses. Patients are supported and educated in self-care and awareness.  **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:**  Both practices have 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.  Running the reports for accessible information has given the practices an opportunity to contact carers and cared for patients and find hidden carers.  **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 | | | |
| MEXT MEETING DATE – to be arranged | | | |
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