|  |  |  |  |
| --- | --- | --- | --- |
|  | **PPG Minutes**  **Wednesday 21st June at 11.00am 2017** | | |
|  | | | |
| Meeting called by: Practice Manager Ann-Marie Rose |  |  |  |
|  |  |  |  |
| Attendee’s  Wendy Taylor (Came early discussed Agenda with PM couldn’t make 11.00am already looked at and signed the access and demand plan)  Keith Hunter  Pauline Dooley  Razia Bibi – Patient Engagement Lead | | | |
|  |  | | |
|  | | | |
| **----- Agenda Topics -----**  **Patient Engagement**  **Carers Service**  **Summer Event 10th August 2017** – Barkerend Health centre  Discussed the summer event the group said great idea and would come on the day. To be advertised around the health Centre and they will take information back to community.  Practice Manager to get in contact with Health Visitors  Pauline Dooley – Said she often picks up our leaflets and advertisements to take back to her sheltered housing complex to display in their notice area. She has taken information on Bowel Cancer as the leaflets we have contain pictures which are useful for some of the residents. She offered to post leaflets etc around the area and to the 36 flats in her complex. This was well received.  **CCF Meeting** 15.06.17 – Clinical Commissioning Forum  The Practice manager and Dr Malik attend a meeting every month to discuss updates on services and changes. Information handed out the meeting members. The CCF information was printed off and discussed.  **Extended hours**  Bradford care alliance and city health federation which the Practice is part of are now providing extended hours, evening surgeries 6.30-9.30pm at different locations throughout the area. Patients can access these appointments which are run through a central Hub; the services are being trialled to see how they work and how things can improve.  The Practice is working towards extended access at the practice and new ways of working and hours. The Practice is working collaboratively with other practices and discussions are being held with City Health and Bradford Care Alliance on how these services will be delivered within the time framework  **QIP**  The group discussed QIP for 2017/18 and how it worked  **MESH** – New pharmacy service working with practices to overcome patients over ordering, over using and hoarding medication. We have a nominated person and they can visit patients at home to see what medication they have and how they take the medication. They can also change and recommend changes to medication.  **Quality Premiums –** In housepharmacist is working with the practices – make sure coding is done correctly, face to face, telephone, emergency.  **Reducing Antibiotic Prescribing**  Discussed the reports showing our practice is high on the list for prescribing antibiotics and ways to improve on this.  Reception and clinical staff to signpost patients to self care and pharmacy for remedies rather than antibiotics  Discussed the pro’s and cons of antibiotics and the misconception by patients that they cure everything  **Bradford Beating Diabetes**– recalls to be extended and followed up  **Access and demand** – The Practices continue to work on access and demand  Access and demand- copy templates given out to the group to take away and discussed.  How to improve services looking at working hours and appointments and how the practice delivery of these 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. Working with other services pharmacies, physios, self-care, voluntary services and other outside organisations. Wendy Taylor the PPG Chair came into the practice and signed the plan on behalf of the group.  **Social Prescribing – March 2017 –Dec2017**  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.  Currently the practice has referred 17 patients to the service and two patients have declined the service. It is working well  **Network Meetings –** Razia Bibi our patient engagement lead attends Network meetings the practice want to encourage patients to attend these meetings. Razia spoke to the group and discussed the agenda of the meeting. The details of the network meetings are 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.  Focus On: Extended hours, self-care and voluntary sector organisations, how to sup[port patients, NHS going forward, improving services what services need more money and what services can be scaled back.  **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. The group agreed monthly submissions for these surveys is too much.  **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. The group discussed how we can get more patients to complete the forms.  **Diabetes 9 Care Process and Bradford beating Diabetes**  The practice is to continue the recalls for BBD’s offering patients a check and lifestyle advice  **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 continues to work on 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.  **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.  **ANY OTHER BUSINESS**  Pauline Dooley asked about the Pharmacy and how they order prescriptions as she wasn’t at our last meeting. Explained the NHS are trying to save on the cost of medications and Pharmacies are no longer able to order medication for patients but our practice has a system in place that if they are elderly or have trouble getting the surgery the PM will have a look and make a note on the home page that the Pharmacy can order. Pauline is concerned that the pharmacy’s deliver medication when not needed and also asked if we had any control over what they did and deliveries. She had a delivery of a prescription at 8.30pm on a Saturday night.  Practice Manager – followed this up in afternoon rang Day and Night Pharmacy and spoke to manager he said very unusual for medication to be delivered late Saturday but he will look into it and make sure doesn’t happen unless agreed by patient. He agreed it makes the patients vulnerable. Discussed repeat ordering and to only order what the patient wants. | | | |
| MEXT MEETING DATE –August | | | |
|  | |  |  |
|  | |  |  |
|  |  | | |
|  | | | |
|  |  |  |  |
|  |  |  |  |
|  | | | |
|  |  | | |
|  | | | |
|  | | | |
|  | | | |