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|  | **PPG Meeting****Wednesday 02.11.16****12 O’clock** |
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| Meeting called by: Ann-Marie RoseJane Bower |  | Note taker: Ann-Marie Rose |  |
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| Attendees:Ann-Marie RoseDr MalikJane BowerDr AkbarHillary Firth – John HarrisonRazia BibiWendy Taylor-ChairSafina KauserCarmel Wilson- Chair(Dr Akbar)Viki Hunt -apologies |  |
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| Ann-Marie and Jane Bower thanked everyone for coming to this meeting and did introductions.The group discussed:**Quality Premium Payments to the Practice**Moor Park Medical Practice has now submitted the second report to the CCG for quality premiums which Wendy Harrison signed on behalf of the PPG. Copies given out to everyone here.Dr Akbar’s Surgery has now submitted the second report to the CCG for quality premiums which their chair Carmel Wilson signed on behalf of the PPG. Copies given out to everyone here.Both surgeries are using the money allocated to help with patient care by employing Ed Melbourne in house pharmacist for more hours which will help with the access and demand for patients. Free up GP time and focus on patient care and needs.Moor Park Medical Practice has bought a new colour printer so posters and leaflets can be displayed in colour around the surgery. A new laptop was also purchased for Dr MalikDr Akbar’s surgery have purchased some new chairs for the waiting room area**Well Bing and Resilience Course**Copies of the wellbeing and resilience course details have been sent out to all PPG members in both practices. Handouts were given to the group today. It’s a 6 week free course for patients to attend**Community Nursing**The community nursing and district nurse team are changing ways of working. Joanna Clough our community matron will no longer care for patients at both surgeries. New services are being put in place and this will be updated to patients and the PPG as we get the information.**Flu**Both practices are offering the flu vaccination and have had a slow uptake this year maybe down to the weather being mild for this time of year. Both practices will encourage patients to have the vaccine asap**Self Care**Self-care week 14-20th November 2016 was discussed and how patients can be encouraged to take a more active part in their own self-care. The 3 practices within the health centre work collaboratively together and are organising special event days within the health centre with voluntary organisations. This is part of the Treasure Chest incentive.Leaflets on self-care were sent out to the PPG members and handed out at meeting**Pharmacy First**This service will continue but the pharmacies will not be giving free medication out to patients from march 2017. Practices still need to encourage patients to go to the pharmacy first before the GP. All agreed this would cause come confusion at first as the patients have only just got used to going to the pharmacy and now expect free medication from there.All practices are to encourage patients to self-care and buy any medication they can over the counter.**EPS**Electronic prescription service going well and both practices encourage patients to join a pharmacy and get prescriptions sent by EPS**Prescriptions**Practices are to encourage patients to order their own medication and not allow the pharmacies to put the order in. this is to stop patients being delivered unnecessary medication which they don’t need.Procedures are being put in place at the surgery to help with this:Advertisements, leaflets, posters, call board and other methods of communication are being used to get this message across to patients.**Patient Engagement**Both practices work well on patient engagement and have good leads we also work collaboratively with Michelle from Avicenna practice.**Suggestions From patients**It was suggested by a member of the PPG group who is a patient of Moor Park Medical Practice to help with Online training. Moor park medical practice has now had training sessions with patients and have had good feedback. This is advertised on reception and around the surgery.**BBD & Diabetes 9 Care Process**Both Practices continue to work hard on the Bradford Beating Diabetes scheme and the Diabetes 9 Care Process we are always looking at ways to improve our services for patients.Razia Bibi – Moor Park Medical practice patient engagement lead works with the practice Nurse on all diabetes work, she is the lead person in admin for this.**Access & Demand**Both Practices are working on Access & demand looking at ways to improve services for patients and help with patient care and accessLooking at outside organisations help**Health Care Week- Barkerend Health Centre**19th -23rd December 2016 This event is being organised with outside organisations and voluntary sector organisations. Update will be made next time awaiting more information regarding Community Chest.**DNA’s**Both Practices continue to work and update systems to catch regular patients who DNA both practices have a lead admin person for this**Accessible Information Standard**Both practices are working towards the accessible information standard. Contacting patients who need information in a different format and looking at carers and cared for patients and their needs, disabled patients and LD patients.Reports have been run on systemone and patients are being contacted **Avoiding Unplanned Admissions**Both practices continue to work on Unplanned Emergency Admissions, the use of this service and the help we can give. Educating patients on how the service should be used and not abused. Posters have been displayed around the health centre **DON’T WASTE YOUR NHS** **Online Services**Both practices are promoting online services encouraging patients to sign up so they can order prescriptions online, make and cancel appointments, see results and coded notes. |
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