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|  | **Patient Participation Group Meeting**  **Monday 6th June 12.30pm** | | |
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| Meeting called by: Practice Manager Ann-Marie Rose Jane Bower |  |  |  |
| Ann-Marie Rose PM  Dr Malik  Jane Bower  Dr Akbar  Razia Bibi  Vikki Hunt  Keith Hunter  Pauline Dooley  **Melanie Evans | Primary Care Liaison | Carers' Resource**  Latifa – Carers resource team |  |  |  |
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| **----- Meeting -----**  **Apologies – Moor Park Medical Practice - Wendy Taylor, Mrs Duckett, Mr Duckett**  **Apologies – Dr Akbar’s Surgery**  **Welcome new & old members**  Moor Park Medical Practice has 2 new members but they are unable to attend today as they are on holiday.  The Chair/Lead of Moor Park Medical Practice PPG has resigned and it was discussed at the meeting today. Wendy Taylor has requested to be our new Lead/Chair and this was agreed at the meeting.  **Working with Voluntary Sectors – This week it’s Carers week – Promoting the Service**  **Carers –** representative from carer’s resource attended the meeting today Melanie Evans and Latifa. They also set up a stand in reception with information on carers and resources and will speak to patients when they attend appointments this afternoon. We are trying to capture patients who are hidden carers, child carers and cared for people who are not coded. The carers association offers support to patients who are carers and have many advisors for different situations.  This was discussed and hidden carer explained. One member gave her experience of being a carer for her husband and now for a neighbour and how she has not realised she was a career.  Melanie and Latifa praised Moor Park Medical Practice for their efforts in promoting their service and setting up an information table for patients. Eye catching and attractive so it makes patients want to get information. Dr Akbar’s surgery have little space to do displays but do have a promotional board as you walk out of the practice, this is updated regularly with promotions. Their patients can also access all the information from the table and displays at Moor Park medical Practice as we are all in the same building and share reception space.  **Self Care**  Information from the meeting Ann-Marie attended on 17.05.16 was circulated to the meeting. Business cards, leaflets, posters these will all be put on display in reception and around Barkerend Health Centre for everyone to see. Discussion was had about how to promote self-care, making people aware, taking responsibility for one self, accessing other organisations other than the GP, filling the Gap between visiting the GP and social events. Using voluntary organisations and services more, working collaboratively with other organisations, word of mouth, promoting Pharmacy first.  **Patient Engagement- Razia Bibi lead for Moor Park and Vikki Hunt lead for Dr Akbar’s**  Our Patient Engagement leads work 8 hours a week on patient engagement and attend meetings to keep up to date with activities and changes. They bring information from these meetings, patients and voluntary sectors back to the practice which we discuss in our monthly practice meetings.  Our patient engagement leads are happy to chat to patients any time and will get back to them if they are not in on a specific day.  **How to establish a larger Patient Participation Group and work collaboratively with the PPG**  Both practices are working on building bigger groups and working with patients and their ideas and suggestions. The PPG is being advertised around the health centre and Moor Park Medical practice now has a promotions table with information on. Staff from both practices promote the PPG and ask patients to join.  **Practice Systems** – Ideas on improvement and moving forward with the times was discussed, latest technology and training. NHS needs to keep up with all the new technology and ways of communicating information to patients.  **Access & demand –Ann-Marie discussed this with the group advised about moving forward using Online services, appointments, availability, opening hours, GP, Nurse practitioner and Nurse appointments. Triage and how this works in large and small practices. Patient Choice in everything.**  **Moor Park Medical Practice –** appointment system:  Book on the Day  Appointments available to book in advance  Online Booking  Emergency Appointments  Telephone Appointments  **Technology – practices have to move with the times and use up to date technology**  Virtual surgery  Improved SMS communication  Web/skype, Tweets, Facebook  **Use of fax –** phasing this out hospitals are not using anymore. Electronic referrals and e consults, fast tracks online can now book appointments.  **EPS**  Online Services – A patient at Moor Park Medical Practice who has now joined the PPG asked if we could organise a training session for Online Services. Ann-Marie Practice manager and Razia Bibi patient engagement lead are in the process of arranging this and all the group today and staff think this is an excellent idea.  **FFT- Friends and family Test**  Moor park has seen an increase in the questionnaires being completed over the last 2 months as a result of moving the forms and box and giving the patients a desk to rest on.  **NHS GP Survey –** The NHS GP Survey is well advertised around the health centre and patients are encouraged to complete the questionnaires. Help from the patient engagement leads is available if patients need help completing the forms.  **Local Schemes for Bradford CCG - Practices are to work towards improvements on the following areas and these were discussed today.**  Diabetes 9 Care Process, Passports & Bradford beating diabetes- Bradford CCG’s have created a system that is working to help prevent diabetes and diabetics are being monitored more closely. Appointments are trying to be coordinated so the patient only has to visit the practice once for most tests to be completed so saving them time and the surgery time.  Dementia – templates to complete  Low BP – hypotension – reports run  **Primary Care web tool**- Practices have to log all details of the surgery and staff on to the web tool and they will be reviewed on how they are achieving.  **Wound Care – treatment Room Services**  From the beginning of June the practices have taken over wound care from the district nurses. Patients who need a wound dressing or changing will now contact the practices and make an appointment. At the moment we don’t know what the demand will be for this. Eventually the practice will also do ear syringe.  **Peoples Board-** The people’s board was discussed at the patient engagement meeting last week and information was brought back to the surgery. Melanie from Carers resource attended the meeting and discussed this with group. | | | |
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