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|  | **PPG Minutes** **Tuesday 11th June 2019 10.30am** |
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| Meeting called by: Practice Manager Ann-Marie Rose  |  |  |  |
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| Attendee’sDr MalikAnn-Marie RoseRazia Bibi – Patient engagement leadWendy Taylor – PP Member/ ChairShameem AliMr Hunter send apologiesMrs Anderson – update 24.06.19 |
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| **----- Agenda Topics -----****Street Life Partnership****The area to be used for a garden has been tied up by the maintenance team Mite and now it is ready to start work on making it is nice garden area/mindfulness place. The PM is waiting for a reply from** David Holt from Street life partnership to an email request to meet up to move the project forward. The Practice manager and reception staff have had positive feedback for this project from the patients and the PPG group some have shown an interest in working on this project.

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**Difribulator**The Practice has purchased its own a difribulator which is located on the handover draw in reception, this will be checked monthly and logged as checked working **Access & demand****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 30th June 2019. These were given out to the team to look at and add anything that had been missed. The team discussed the Practice opening times as LCD now cover on a Thursday and Extended access appointments available on an evening and weekends. The Practice offers the right amount of patient appointments for it’s practice size. **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**Care Navigation** – The team agreed this all working well for the practice. The Practice has found it to be a consistent way of recording. All reception use Care navigation**Online Services** The Practice has changed their rotas from July 2019 to offer 25 % of appointments online. Staff continue to encourage patients to sign up for online services and Electronic Prescriptions. Evergreen and Orchra These Apps are advertised around the practice |
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