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|  | **PPG Minutes** **Wednesday 20.11.19****16.30pm** |
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| Meeting called by: Practice Manager Ann-Marie Rose  |  |  |  |
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| Attendee’sDr MalikAnn-Marie Rose – Apologise unable to attendRazia Bibi – Patient engagement lead – Chaired meetingWendy Taylor – PP Member/ ChairShameem AliSafina Kauser |
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| **----- MEETING MINUTES -----****Apologise – Ann-Marie Rose PM unable to attend meeting Razia Bibi Patient engagement lead to chair****Welcome everyone****Street Life Partnership**The group looked at the proposed plans for the garden in the middle of Barkerend Health Centre everyone is excited about the project, the plans have been on display in the reception area for patients to look at and positive feedback has been given to staff.Due to winter the work will start spring next year**.****PPG Member – News Letter**Some patients have been giving the reception information to be added to the newsletter about what’s happening in the community. The group looked at what can be added to the next issue.**NHS GP Survey**Razia informed the group that in Jan-March some patients will receive a NHS GP Survey form to complete. It is really important for the practice that these surveys are returned and counted for the practice to improve.The group agreed the following are a good idea to promote this:Text MessagesHandoutsPull up board with information about competing the surveyHelp at hand by any staff member**PPG Member – Well done reception staff**Praised the practice for raising awareness of Online Services, she was asked at reception if she wanted to sign up and staff explained how to use the system.The group agreed that Online services are a key element in making appointments, ordering prescriptions, looking at medical records.The practice is working towards all patients being registered for Online services, staff do this on a daily basis at every opportunity**Razia Bibi – Explained about E CONSULT coming to the practice**The Practice is looking to have E Consult set up by January 2020 which means patients will be able to go online and complete a form about their ailments/health send and it will be picked up daily at the practice. Appointment blocks will be put in for clinicians so they can deal with E Consults. The Website has already been updated with information about this and will be updated again when we go live.**NHS 111 - Appointment slots**The Practice has now got NHS 111 appointment slots blocked on a daily basis; this is in case NHS 111 rings the practice for a patient and want them to be seen by a GP. **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 its practice size. Discussed how our services have changed recently:The Practice is trying to register all patients for Online AccessThe Practice now offers 25% of appointments onlineThe Practice offers NHS 111 AppointmentsPatients can book appointments as follows:OnlineOn the dayPre bookEmergencyTelephoneExtended Access/ HoursE Consults - coming**PPG Member – FLU**The flu campaign is being well advertised around the health centrePatients pleased with options of Drop in Flu clinics and making appointments**PPG Member- Network Meeting**All the members of the group were sent details of the Network Meeting held on 13.11.19 nobody from the group was able to attend. Razia confirmed that any expenses for Taxi’s or travel can be claimed back.

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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 **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 practiceAll staff encourage patients at every opportunity to sign up for Online Services for future use**NHS GP Survey**The NHS GP Survey gets sent out in Jan-March 2020 and the practice is looking for ideas on how to improve uptake.PPG Member suggested that staff come out into reception and inform patients of what’s changing and what’s going on. Encourage them to become part of the PPG group and give ideas.It was also suggested that another file be made like the other 3 folders but one for PPG Information with details on how patients can join the group.**PCN - End Of Life** The Patient engagement lead informed the group that the Practice has joined up with other Practices to form Primary Care Network 5The networks are being set up to improve local services and give more options to the practices to create services on what the patients need in this area.PCN’s are also working on the New Daffodil Standards – End of life more information about this will be brought to the next meeting.**Other Business**Elderly PPG Members who have not been able to attend today have asked that the next meeting be earlier in the day so they are not coming out in the dark. The next meeting will be held at an earlier time. |
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