

Patient Participation Meeting

Date: Thursday 05 July 2018. Time; 10:30 - 11:30 am
Meeting Room.

Type of meeting:
Formal PPG meeting

Note taker:
Hajra Ansar

Facilitator:
Hajra Ansar
Nazmeen Khan
Pauline Woodrow

Attendee's; Hajra Ansar, Nazmeen Khan, Pauline Woodrow, Susan Gavin, Michael Nunn, Dr A Azam, Sadaqat Khan, Mohmmad Saddique.

Agenda

Apologies	HA
Introductions	HA
Actions and Minutes from Previous Meeting	HA
Compliments <i>Appendix 1</i>	HA
Phlebotomist	HA
Alzheimer's Society <i>Appendix 2</i>	HA
Health Safety	HA
General Practice Nurse Award <i>Appendix 3</i>	MN/HA
Higher Achieving Practice <i>Appendix 7</i>	PW
Carers Survey <i>Appendix 4</i>	HA
Physiotherapy Extended Access <i>Appendix 5</i>	HA
General information leaflet <i>Appendix 6</i>	HA
AOB	HA

Date and time of next meeting ;
27th September 2018 10:30 - 11:30 am

Refreshments are available after the meeting if anybody would like to stay.

Patient Participation Meeting

Date; Thursday 05 July 2018 Time; 10:30 – 11:30
Meeting Room

Type of meeting:

Formal Clinical Meeting

Note taker: Hajra Ansar

Facilitator:

Pauline Woodrow

Attendees; Hajra Ansar, Nazmeen Khan, Pauline Woodrow, Susan Gavin, Michael Nunn, Dr A Azam, Sadaqat Khan, Mohmmad Saddique.

Agenda

Apologies**SN****5**

Discussion: Apologies were given for Renata, Mansour, Farideh, Kalsoom Bibi and Araf Alam.

Action items:

Minutes of this meeting to be sent out with date and time of next meeting.

Person responsible:

Hajra Ansar

Deadline:

ASAP

Introductions**5**

Discussion: All PPG members and staff members introduced themselves.

Conclusions: None

Action items: None

Person responsible:

Deadline:

Minutes and Actions from previous meetings

Discussion: Nazmeen Khan presented minutes and actions from the previous meeting which was held on 17.05.2018 and informed members that seventy five percent of the actions from the previous meeting were completed. The only action that needed to be completed was that some members of the PPG still had to provide their photo and a profile. In addition to this we informed all members of the PPG that minutes of the meeting are also accessible on the practice website.

Conclusions: The previous minutes were discussed and agreed by all attendees to be a true record.

Action items:

To continue to place minutes for future meetings on the practice website and to provide a paper copy for members who have requested for one.

PPG members to provide a photo and profile of themselves with this month if this has not already been done

Person responsible:

Hajra PEL

Deadline:

Every month

Compliments Appendix 1

Discussion: We discussed each compliment received and noticed there was a comment received where it mentioned that Dr Javid's waiting times were too long and therefore as a group we discussed this and then Pauline the Practice manager suggested that we could introduce catch up slots in, these have proven to decrease waiting times as it provides clinicians with more time to efficiently complete consultations without increasing the waiting time for other patients.

Conclusions: To continue to compile comments received and to introduce more catch up slots in Dr Javid's clinic.

Action items:

To continue to compile comments received from patients and present them in all upcoming meetings.

To introduce more catch up slots in Dr Javid's clinic

Person responsible:

Hajra Ansar

Nazmeen Khan

Deadline:

Ongoing

ASAP

Phlebotomist

Discussion: Pauline Woodrow informed members that due to loss of a health care assistant and increased work load we will be training and employing Hajra Ansar to become a phlebotomist who will be able to carry out clinic sessions to carry out blood tests only. Hopefully in this way we will be able to decrease work load on other staff members and increase efficiency within our work place. Members of the PPG felt that this was a good initiative as Hajra is now a friendly face to patients and wished her the best of luck in this role.

Conclusions: None

Action items:

None

Person responsible:

N/A

Deadline:

N/A

Alzheimer's Society Appendix 2

Discussion: Hajra informed members about what happened in the recent Patient network meeting and Hajra explained that we learnt that GP we should be patient and understanding when it comes to people who live with dementia and to embrace reality and to live well with these people. The reason why it needs promoting around GP surgeries is because it is under diagnosed in the past and even in the present. Ways in which we can inform patients within GP practices to protect their memory would be to increase self-care, to keep physically, mentally and practically active in addition to this to help reduce isolation and to promote keeping active. Therefore Hajra is hoping turn our practice into a Dementia Friendly Practice this is the target we are hoping to achieve for our practice in the near future. Hajra also informed members of the PPG that she was hoping to hold a coffee morning with the addition of an information stall in which the practice could raise awareness for this cause and to raise money for this society. Hajra invited all members to attend this for them to help on the day, to inform the public of this stall and to increase patient number on the day. The date for this event will be held on the 17th July 2018 and a speaker from Alzheimer's society will be holding information stall.

Conclusions: PPG members to work with the public and raise awareness of this event and of this campaign.

Action items:

Hajra to hold the event on 17th July with the help of PPG members.

For PPG members to try and attend Patient Network meetings held in the near future.

Person responsible:

Hajra Ansar

Hajra Ansar

Deadline:

Ongoing

Ongoing

Health and Safety

Discussion: We discussed that we have increased the level of safety by the addition of a digital lock on the main entrance door to our reception this is to help reassure staffs safety as in the past any member of the public could walk in when we held late Thursday late sessions, staff have been trained on how to use this lock and this is now in use every time there is training or a Thursday late session. In addition to this we have also installed a digital lock on the admin room this is to prevent any intruder from entering and placing staff members in any potential danger. Pauline Woodrow also informed attendees that the request for a protective screen on the reception desk and a digital lock on the kitchen door have been processed and will hopefully be installed in the near future. This will increase safety for staff and patients as unauthorised staff won't be able to enter any area of the practice which can place them or others at potential risks.

Conclusions: Suggestion from staff and patients are always taken into consideration and are always followed through to ensure the best of health and safety for our patients.

Action items:

Hajra to continue to compile any suggestions and bring to practice meetings.

Person responsible:

Hajra Ansar

Deadline:

Ongoing

General Practice Nurse Award Appendix 3

Discussion: We presented Michaels certificate for achieving Health Care Practitioner to the members, who then congratulated Michael and were happy that Michaels hard work and commitment was recognised by other staff members and he was provided with a suitable reward.

Conclusions: All members were happy that achievements within the practice were being recognised and felt that the practice is continuously improving.

Action items:

To always inform PPG members in regards to achievements obtained by the practice/ staff and to place these achievements on the practice website and on practice notice boards.

Person responsible:

HA

Deadline:

Completed

Higher Achieving Practice

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Discussion: We discussed that our practice is now a part of the higher achieving practices. Pauline explained to patients that the QOF gives an indication of the overall achievement of our surgery through a points system. Our practices aim to deliver high quality care across a range of areas for which they score points. Members were asked to look at appendix 7 where there are indicators showing we have hit all targets apart from one which was for patients coming to the surgery and carrying out smear. We asked members whether they had any ideas which would help to increase then number of women who have a smear, members came up with the idea that we should promote this within local community centres, such as women lead organisations. As the two members were quite knowledgeable about various women- led organisations within BD7, they said they were happy to help and place leaflets in these areas and said they would find contact details of the people in charge of these centres and will hopefully set up stalls in these areas informing and encouraging women to take a smear test in their local surgeries and this will hopefully increase the number of patients who take a smear test. In addition to this we need to increase the number of patient we invite for vaccinations such as MMR and shingles.

Conclusions: Hajra to work with PPG members to compile a list of community centres suitable to discuss and encourage patient to come for smear tests. For all staff to continue working to meet these expectations and targets so we can remain and strive as a higher achieving practice.

Action items:	Person responsible:	Deadline:
Hajra compile a list of local women community centres	Hajra Ansar	ASAP
To order a higher number of leaflets so PPG members can take out to the public	Hajra Ansar	ASAP
To arrange for an cancer information stall to be held at the surgery	Hajra Ansar	ASAP
For staff to run reports on patient who require shingles and MMR and to call them patients in to the surgery.	Hajra Ansar/Nazmeen Khan	ASAP
Hajra to update status markers on patients records	Hajra Ansar	ASAP

Carers Survey Appendix 4

5

Discussion: Hajra discussed that Carers resource are working together with Bradford Council to understand the experiences of carers across Bradford District and Craven. They want to know what's most important to carers so that they can offer the right support. They have launched a Carers Survey which we would encourage all carers in Bradford District and Craven to complete as part of our wider engagement activity. This can be done available online or post www.bradfordcityccg.nhs.uk , Engage@bradford.nhs.uk or ring 01274 237370 Posters have been placed around the surgery to inform patients also a text has been sent out to our carers all 116 of them which contains the following message: 'Dear Carers please take a moment of your time to fill in this carer's service survey. Carer's resource is working together with Bradford Council to understand the experiences of carers and they want to know what's most important to carers so that they can offer the right support. Please click on the lick <http://www.bradfordcityccg.nhs.uk/are-you-a-carer-take-part-in-our-carers-survey/> to fill in the survey if there are any queries please ring 01274 237370' Nazmeen Khan brought forward that Hajra should contact carers' resource in regards to this and ask them to send the surveys out to people's homes as they have an entire data base which solely focuses on these individuals, as patient engagement can only do so much however if it were publicised by Carers' resource more than they would have a higher number of responses from carers.

Conclusions: Hajra to speak to Saeed Khan the PEL Lead to discuss that this survey should be sent out by Carers' resource instead of GP practices.

Action items:	Person responsible:	Deadline:
Hajra to speak to Saeed Khan the PEL Lead to discuss that this survey should be sent out by Carers' resource instead of GP practices.	Hajra Ansar	ASAP

Physiotherapy Extended Access**Appendix 5**

Discussion: As a team we discussed that extended access have now provided staff members with a criteria eligible for referring patients to, this would help staff to book the patient with the correct service instead of using a GP appointment when they can care navigate and allocate this patient to a service more suitable for them. The criteria are as the following: 'Patients with new episodes of joint pain or aches can be booked into these clinics. The clinics are run by qualified physiotherapists who will assess the patient and either offers them advice on self-management or pass recommendations for referrals to their GP. The Physio First service is intended as an alternative to a GP appointment for patients with joint or muscle pains.' Staff mentioned that patients are currently being sent here but now as we have conditions to follow more patients will be referred here and staff will be positive in sending them to this service. In addition to this we also discussed that extended access will be offering a clinic that if the GP at extended hours requests that the patient requires a blood test it can now be done at the same time by a trained clinician. However upon discussion we found that if a patient was to have a blood test how we would be able to see his results would they be sent to us or the site where the patient had them done.

Conclusions: For staff to continuously offer extended as a choice to patients who they deem appropriate.

Action items:

Pauline to find out strategy of how blood results will be sent to GP practices.

Person responsible:

Pauline Woodrow

Deadline:

Within 3 weeks

**General Information Leaflet
Appendix 6****5**

Discussion: Appendix 6 was shown to all the members who were informed that this was created as per suggested by PPG Lead Sadaqat from the last meeting in which we discussed that whenever there is new information we should update this leaflet and send it out to patients. These leaflets have been left on the front desk for patients to pick up and have been sent out with each and every letter we are sending out to patients.

Conclusions: All members were happy with the fact that the practice is continuously listening and auctioning suggestion brought forward the general information leaflets is an example of this.

Action items:

Whenever new information is introduced for Hajra to update the General Information Leaflet.

Person responsible:

Hajra Ansar

Deadline:

Ongoing

AOB**5**

Discussion: A member of staff queried whether there was some sort of death grant for those families who are not financially stable at times of death and therefore require money that would help aid and support them in times of bereavement we discussed that we do have a bereavement booklet which is available upon request however does not mention a death grant therefore this will be brought forward to the health advisor that comes to our surgery on a weekly basis.

Conclusions: For Hajra to liaise with the health advisor to see whether there are any grants people at time of bereavements can apply for.

<p>Action items: Discuss Death grants with Health advisor.</p>	<p>Person responsible: Hajra Ansar/Pauline Woodrow</p>	<p>Deadline: ASAP</p>
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<p>Date & time of next meeting <i>Date: 27th September 2018 Time: 10:30 - 11:30 am</i></p>
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Comments received from June to July

Date	Comment Received
03/05/2018	Being honest
04/05/2018	I always come to see the same doctor Dr sue, she always find the right words how to talk to me, So I can understand, I trust her and this means a lot to me.
	After all the years' I've been registered they are always helpful and courteous.
11/05/2018	Because they have got back to me when I need them.
14/05/2018	Great surgery because you always listen carefully to my problems.
15/05/2018	Usha is a very helpful receptionist. I am very happy the way she deals with the patients
17/05/2018	My favourite doctor is Sue and Dr Javied but he is always running late.
	I like this clinic a lot because they help me and take care of me Ta very much cheers
21/05/2018	Able to receive appointment when needed friendly staff helpful.
22/05/2018	Doctors are extremely experienced , front reception staff are extremely efficient
23/05/2018	Great response , friendly staff easy to book appointments
	Same day appointment, reliable but have long delays.
	Friendly Service Always try their best
24/05/2018	Every time I ring or come for an appointment I get treated extremely well and very politely.
	Nice surgery, good receptionist and doctors
25/05/2018	Always Friendly and helpful
01/06/2018	Making sure that friends and family are well makes everyone feel happy
	Always helpful and polite.
04/06/2018	Yes love it
05/06/2018	Great
	Good friendly service
06/06/2018	Because GP help me to know what is going on wrong with my problem
08/06/2018	It is hard to get the appointment when you need it
	It makes sure that everyone is happy health and well so less people are in danger or have their health at treat
11/06/2018	Caring staff
13/06/2018	Love you all
15/06/2018	Most likely to get appointments on time friendly staff.

19/06/2018	It's always been helpful most likely to tell my friends.
26/06/2018	Whenever I needed appointment I have been seen promptly
27/06/2018	Questions are always answered very helpful staff.
	Had a very good experience and always have at the surgery been a patient all my life.
	Excellent as usual.
02/07/2018	I am very happy with service

Appendix 2

Patient Network Meeting- Carlisle Business Centre 25.04.2018

The main focus of this evening was the promotion and raising awareness of the Dementia society. In this even we learnt that dementia is the gradual loss of nerve brain cells, it is a disease which can't be cured and is progressive. There are different types of Dementia- over 100 types such as Alzheimer's. Some memory problems have a cure e.g. a course of vitamins. The reason why it needs promoting around GP surgeries is because it is under diagnosed in the past and even in the present. Ways in which we can inform patients within GP practices to protect their memory would be to increase self-care, to keep physically, mentally and practically active in addition to this to help reduce isolation and to promote keeping active. Self-Care Organisation also has a Dementia pack which I have ordered online through campaign resources. If we have any queries we should message sara.humphrey@bradford.nhs.uk

In addition to this we were introduced to Dementia research we found out that not a lot of people volunteer to join and help this research in the area/nationally and they can also come to your home as well. They are currently looking for people living with dementia and those who are also health currently they have more healthy volunteers than those who live with dementia the reason they would like this is to increase knowledge and research for the future.

There are various places which we can find information from such as:

- www.dementiacarer.net
- Carers' resource
- Alzheimer's society
- Caring and Sharing- Bradford Relate

Dementia Society also accept referrals instead of going to GP a patient can receive better quality of care if they go to people who know how to deal with these patients and who can help the patient and understand their circumstances by holding various meetings at home and taking the carer and person out to various centres to help them both cope better with such an illness.

The main lesson I learnt from this meeting was that as a GP we should be patient and understanding when it comes to people who live with dementia and to embrace reality and to live well with these people. Therefore I am hoping in turning our practice into a Dementia Friendly Practice this is the target I am hoping to achieve for our practice in the next few weeks.

Physio First Clinic

Physio first offer physiotherapy triage services. Patients with new episodes of joint pain or aches can be booked into these clinics. The clinics are run by qualified physiotherapists who will assess the patient and either offers them advice on self-management or pass recommendations for referrals to their GP. The Physio First service is intended as an alternative to a GP appointment for patients with joint or muscle pains.

Please note that patients who are already under physiotherapy should not be booked into this clinic.

When: Central - Monday, Tuesday, Wednesday, Thursday, Friday – 6:30pm to 9:30pm.

South – Monday, Tuesday, Wednesday, Thursday, Friday – 6.30pm to 9.30pm

North – Monday, Tuesday, Thursday, Friday – 6.30pm – 9.30pm

Appointments last around 20 minutes.

GENERAL INFORMATION LEAFLET FOR PATIENTS

TEXT MESSAGING SERVICE

Are you aware that we have a mobile telephone number to enable you to text us to cancel an appointment? If **not** please follow the following step:

1. Text your **Name** and **DOB (Date of Birth)** and **time of appointment** to: **07878650725**

This number is only to cancel appointments if you would like anything else please contact our main line which is **01274 521111** to speak to our staff.

BEREAVEMENT ADVICE

Did you know?

In order to register a death at the Register Office in Bradford and Keighley Town Hall **you must make an appointment to register by telephoning 01274 432151** before you go in.

<p>Bradford and Keighley Register Office City Hall Centenary Square Bradford BD1 1HY</p>	<p>Monday to Friday 9am to 4.30pm Saturday by appointment only. Phone : 01274 432151</p>
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For advice on bereavement and grief and coping with feelings you may experience at this time of loss there are several organisations used to dealing with bereavement available. We have a booklet at the surgery containing advice and help in your bereavement which is available upon request. If you need any further help or support, please feel free to ring/speak to a member of staff at the surgery.

EXTENDED ACCESS

Did you know?

We can offer you GP appointments outside of GP hours, such as evenings and weekends. These appointments are offered upon request and if there are no appointments available at our surgery. This service operates from three different locations: Picton Medical Centre, Shipley Medical Practice and The Ridge Medical Practice. If you would like an appointment out of GP hours and are happy to have an appointment at locations such as these **please ring 01274 521111 and speak to a member of our staff.**

Please note this service is not available through online services.

☰
Last Practice: *B83621 DR A AZAM & PARTNERS* - Last Group: *ENG England* [Return to Role Selection](#)

Practice Overview

DR A AZAM & PARTNERS

Higher Achieving

Triggers (select box to list indicators):

7
Positive

2
Level 1

1
Level 2

27
No Trigger

Threshold ^ x

Indicator Name	Value	Bradf...	Date
Threshold: Positive (7)			
% SMI alcohol record	100%	94.48%	Annual...
% Naproxen and Ibu...	92.36%	82.6%	17/18...
% antibiotics Co-am...	4.43%	4.95%	17/18...
Spirometry achievem...	95.83%	90.76%	Annual...
% Asthma variability...	98.54%	91.08%	Annual...
% Asthma RCP assess...	89.11%	79.67%	Annual...
% Smoking status rec...	98.74%	97.19%	Annual...
Threshold: Level 1 (2)			
% Diabetes IFCC-Hb...	74.92%	74.17%	Annual...
% Child Imms DTaP/I...	93.55%	92.99%	Annual...
Threshold: Level 2 (1)			
Cervical Screening	65.89%	60.8%	16/17...
Threshold: No Trigger (27)			

Practice Profile

Profile

Contract Type:	PMS
Rural/Urban Type:	Urban
Dispensing Practice:	No
Carr-Hill weighted list size:	3672
List Adjusted IMD:	44.403
List Adjusted IDACI:	28.83
List Adjusted IDAOPI:	51.48
% Residential Care:	0%
% BME:	83.47%

Demographics

List Breakdown for DR A AZAM & PARTNERS
February 2018

Practice Geography

Practice Heirarchy

CCG:	02W - NHS Bradford City CCG
DCO Region:	Q72 - NHS England North (Yorkshire and Humber)
STP Code:	S01 - West Yorkshire
Region:	Y54 - North of England
Cancer Alliance:	E56000003 - West Yorkshire

Catchment Area