

Patient Participation Meeting

Date: Thursday 07 February 2019. Time; 10:30 – 12:00pm Meeting Room.

Type of meeting:
Formal PPG meeting

Facilitator:
Hajra Ansar
Nazmeen Khan
Pauline Woodrow

Note taker:
Hajra Ansar

Attendee's; Hajra Ansar, Nazmeen Khan, Pauline Woodrow, Susan Gavin, Michael Nunn, Dr A Azam, Sadaqat Khan, Renata Dziama, Kalsoom Bibi and Araf Alam.

Agenda

Alzheimer's Society Speaker to come at 11:00am

Apologies

HA

Actions and Minutes from Previous Meeting

NK

Compliments *Appendix 1*

HA

Complaint Methodology *Appendix 2*

HA

Practice Patient Survey *Appendix 3*

HA

Practice Manager Award

HA

Evergreen App

HA

The Patient Network Annual calendar 2019
Appendix 4

HA

PW

Weight management clinic *Appendix 5*

HA

Choose and Book Information *Appendix 6*

HA

AOB

HA

Date and time of next meeting ;
06th June 2019 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 – 12:00pm
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, Renata Dziama, Kalsoom Bibi and Araf Alam.

Agenda

Apologies**SN****5**

Discussion: Apologies were given for Farideh Javed and Mansoor Youseffi and Mohammad Saddique.

Action items:

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

Person responsible:

Hajra Ansar

Deadline:

ASAP

Minutes and Actions from previous meetings

Discussion: Nazmeen Khan presented minutes and actions from the previous meeting, we found that all actions were completed by the allocated staff.

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

Action items:

HA to send minutes of meetings to PPG members either by email/post.

Person responsible:

Hajra PEL

Deadline:

Every month

Alzheimer's Society Friends Session

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Discussion: Ruth from Dementia Friends held an hour long session on Dementia awareness. We found that when we first presented with the word Dementia it held negative connotations to it such as memory loss, old age, fear, vulnerability e.c.t. Ruth then explained that in order to become a part of Dementia Friends we must highlight and understand the following five key points which are:

- Dementia is not a natural part of aging
- Dementia is caused by diseases of the brain
- Dementia is not just about losing your memory
- It is possible to live well with dementia
- There's more to a person than the dementia

Ruth informed us that Dementia is an umbrella term and there are many different types of Dementia and for it to be determined the person must see their GP to be referred to the hospital to a neurologist who can help the patient and provide support. Ruth explained that if more people understood the signs of dementia and how a person is affected by it we become less ignorant and more mindful of their situation and as dementia friends we can spread the word and circulate this within our communities helping those living with dementia. Ruth mentioned that journalist's as a part of dementia friends when writing instead of labelling people as 'suffering with dementia' instead they say 'living with dementia'. We also found that not only elderly people live with dementia it is also young people studies have found that 15,000 people in the UK under 65 years old have been diagnosed with Dementia however these are only those people who have been diagnosed however there is a lot of those that are unknown therefore becoming a Dementia Friend we can gain an understanding of what dementia is and some of the small actions we can take can help those living with dementia in your communities. Ruth also explained the fairy lights analogy and bookshelf analogy this shows how dementia could affect a person, and a reminder that dementia affects each person differently

Conclusions: As a team we found this session extremely rewarding and are hoping for all staff members within the practice to become Dementia friends.

Action items:	Person responsible:	Deadline:
Arrange for Ruth to attend PBL to provide training for the rest of the staff on Thursday 25th April at 1pm.	Hajra	Completed
Hajra to create a poster on notice board to raise awareness about Dementia.	Hajra	21.02.2019

Compliments Appendix 1

Discussion: Hajra presented the team with the compliments we have received from FFT from 01st November to 10th January 2019. We also informed the team that we will be compiling suggestions which we have been receiving recently.

Conclusions: To continue to compile comments received and to begin to bring suggestions to PPG meetings.

Action items:	Person responsible:	Deadline:
Compile comments before each meeting.	Hajra	Ongoing
To add suggestions as an agenda item to every meeting.	Hajra	Ongoing

Complaint Methodology Appendix 2

Discussion: Pauline presented the team with the complaint methodology; this was requested within the previous meeting. We informed staff members of the reprocess of the complaint and that a letter of acknowledgment is sent to the patient 24 hours of the complaint made. We also reminded patients of the informal complaint process which all staff members are aware of and are using when required.

Conclusions: PPG members to familiarise themselves with this process (appendix 2) and if needs be to explain to the public members who require this service.

Action items:	Person responsible:	Deadline:
None	N/A	N/A

Practice Patient Survey Appendix 3

Discussion: Hajra informed the team that the practice survey for 2019 is currently being worked on and questions are being added and some removing in order to update the survey to current day services available to patients. Hajra informed patients that they need to read through the survey and if they would like any amendments to the survey then they should speak to Hajra before Friday 22nd February 2019.

Conclusions: PPG members to look over the survey (appendix 3) and if they have any requests to speak to Hajra before 22.02.2019.

Action items:	Person responsible:	Deadline:
PPG members to look over the survey (appendix 3) and if they would like amendments they need to speak to Hajra before 22.02.2019.	PPG Members.	22.02.2019

Practice Manager Award

Discussion: All members were informed Pauline Woodrow won City Practice Manager of the Year 2019. All members congratulated her and mentioned that this is a great achievement which she deserved due to all the hard work and commitment Pauline has provided this practice with. Members also praised the practice for receiving 3 rewards quite recently Michael Nunn for receiving runner Bronze for Health Care Assistant of the year, Renata Dziama for practice volunteer of the year and final Pauline Woodrow for City manager of the year.

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

Action items:	Person responsible:	Deadline:
N/A	N/A	N/A

Evergreen App

Discussion: Hajra informed all members that the internet has been installed and is now working correctly due to this we will be beginning to introduce the Evergreen App to patients, this app:

- Download their GP Record
- Book GP appointments
- Order repeat prescriptions
- View test results
- Manage your medication & set reminders
- Record conditions, allergies and link to their medication information

This is an app which we can be used instead of system online, it requires a third part passphrase which patients can obtain from reception staff. This app is convenient for all patients, easily accessible and is approved by NHS England. It helps patient be more involved in their health. All resources have been ordered and are to be displayed after all staff members have been trained to be able to use the system and provide third party access.

Conclusions: Patients to be aware of this service and to inform members of the public that this available.

Action items:	Person responsible:	Deadline:
HA to bring as an agenda item to Practice Meeting	HA	14.02.2019
HA to place resources out in front reception.	HA	28.02.2019

The Patient Network Annual Calendar Appendix 4**5**

Discussion: Hajra presented the annual Network Calendar to the meeting and informed members that they should try their best to attend these meetings.

Conclusions: PPG members to try and attend Network meetings.

Action items:

Hajra to place calendar on the PPG notice board.

Person responsible:

Hajra

Deadline:

Completed

Weight Management Clinic Appendix 5**5**

Discussion: Hajra informed patients that we are planning to hold Weight Management Clinics which will be held by Michael Nunn. Michael will be holding these clinics for weight management support for patients with a high BMI, there are many advantages to this clinic, it is free weight and diet advice, patients will be monitored regularly, if patients require it patients can be referred to BEEP.

Conclusions: PPG members to familiarise themselves with this clinic and to inform our patient community.

Action items

Hajra to place a sign to promote this service.

Person responsible:

Hajra

Deadline:

Completed

Choose and Book Information**5****Appendix 6**

Discussion: PPG members were informed that if a patient has been referred to a specialist/consultant then it does through the Choose and book service. Therefore once a patient has been referred they have been provided with following link <https://www.ebs.ncrs.nhs.uk/login> with this website they are able to keep in control of their referral, to track the process, book appointment or cancel their referral. The link as well as a leaflet containing an appropriate contact number is provided to every patient once they have been referred to a specialist, this is sent by post by the practice secretaries. Members to keep in mind this is only for patients who have a new referral not for those who are continuously under the care of a consultant however there is a text messaging service that consultants offer to alert patients of their consultant

Conclusions: All PPG members to be aware of this service and to contact Hajra or the secretary team if they have any queries.

Action items:

No action required

Person responsible:

N/A

Deadline:

N/A

AOB- Equipment Fund

Discussion: Pauline Woodrow informed PPG members that we have been granted with the £300.00 grant which were applied for the equipment fund from Bradford Trident Council. PPG members were happy with this, in addition to this we discussed that every month we will be holding various fundraising events within the practice such as a monthly raffle for patients; tickets will be sold at the practice reception.

Conclusions: PPG members to pass this initiative on to the community and if they have any new ideas to inform Hajra.

Action items:

PW to write a letter of thanks to the Bradford Community Council.

Hajra to take to the next Practice meeting.

Person responsible:

PW

Hajra

Deadline:

28.02.2019

14.02.2019

Date & time of next meetingDate: 06th June 2019 Time: 10:30 - 11:30 am

Appendix 1

Comments received from 01st November to 10th January 2019.

01/11/2018	I'm happy with the service provided.
05/11/2018	The team let you know what's going on.
06/11/2018	Helpful reception staff
13/11/2018	Good service because normally the doctor does help provide me with the medicine
21/11/2018	Good Service at all times only had one bad experience with the receptionist when giving a urine sample not helpful, however I do find the reception team helpful on all other interaction I have had with them.
22/11/2018	Sue listened and took care of my needs
26/11/2018	Always get appointments when I ring the surgery ,receive text messages of appointments and a reminder a day before which helps
02/12/2018	The staff are polite
05/12/2018	Always friendly.
05/12/2018	I always receive the best care.
05/12/2018	Doctor took care of my needs and answered my questions.
10/12/2018	The staff fantastic helpful and caring Dr Azam and nurse Barbara taken extreme care
10/12/2018	Always very helpful
11/12/2018	Friendly staff, quick appointments.
11/12/2018	Always helpful
12/12/2018	My needs are always met
12/12/2018	I think this is a very good GP and it is perfect for my treatment
13/12/2018	I really happy with surgery
13/12/2018	The clinician involved me in my care this improved my health
17/12/2018	I haven't had no problems with you apart from the issue of it being hard to get an appointment
21/12/2018	Friendly and helped me
28/12/2018	Always helpful
31/12/2018	Very friendly staff and always willing to help, very happy with everything
02/01/2019	All services are good
02/01/2019	Excellent services all round starting from reception admin to drs. Avery happy patient .Keep it up
04/01/2019	Great facility
10/10/2019	Hajra is a good person who cares and likes to treat people effectively

Parkside Medical Practice–Methodology for Complaints

Practice Manager handling complaints can be a difficult challenge. No one likes to receive a complaint but Parkside Medical Practice deals with complaints professionally, promptly and properly.

Confidentiality

A complaint is confidential and should/will remain so.

Consent

The person who complains must have the right to complain. The complainant of course might be the patient unless too young, too ill or too infirm. A patient with a mental incapacity might need someone else to make a complaint on their behalf. A patient who is deaf or blind may need help making a complaint. Anyone can make a complaint where a patient has died. It is clearly important to establish at the outset that a patient was registered **at the time the events took place** that are described in a complaint.

Appropriate Body

Having established the right to complaint, we may need to consider whether the complaint has been lodged correctly against the Practice and one or more of its members. The complaint may refer to Hospitals or to Community Nurses and staff not employed by the Practice. If the complaint is clearly not against the Practice it should be returned to the complainant along with the name and address of the person and organisation to whom the complainant should be directed. No comment should be made on the content of the complaint.

If the complaint refers to the Practice and other health organisations and staff not employed by the Practice will forward a copy to that 'body' and we will ask for a direct reply straight to the Complainant. We will inform the complainant that you have done so and we will respond to the complaint about the Practice.

Bodies Responsible for Investigating Complaints

- Medical Practice
- Out of Hours Service Provider
- Community Nursing Service Provider
- NHS Hospital Trusts
- Private Provider
- NHS England
- Clinical Commissioning Group
- Public Health Provider
- A Pharmacy Provider

Patients have the right to direct their complaint to the body that commissions the service they are complaining about. This means that a complaint against a Medical Practice might land with NHS England instead of the Practice.

Time Limits

Time limits are there for a purpose. Firstly the desire to make a complaint might not be immediately apparent certainly not until a sequence of events have occurred. Therefore it is reasonable to allow a period of 12 months

from the event that gave rise to the complaint. Added to that memory fades and it is unreasonable to expect a photographic of events that occurred in the distant past.

Record Keeping

Record keeping is a vital part of a complaints investigation. That is why it is so important to keep timely and adequate records. Emails relating to patients are also kept.

Processing

Complaints are always be dealt with promptly. For a Practice Manager, the problem is bringing the task of responding to the top of the pile when there are so many other important and urgent tasks to deal with. A complaint is **acknowledged** either the same day or the next working day. The process should be explained to the complainant – a complaint leaflet would is also included. The response may state what date a response will be made by and if the Practice is unable to achieve that date a response date will be agreed with the complainant.

Investigation

Depending on whom the complaint is made against a copy of the complaint should be given to those involved for their comments. This might involve a meeting with the complainant and a conversation which might explain the background to the service that was provided. Complainants always receive a full explanation of the events they complained about.

Care use of Language

Not matter how a complaint is dealt with it is Parkside Medical Practice always commit to paper an explanation and if necessary an apology. However, this should not be done until all the evidence has been collected and if necessary professional advice has been taken. The Complainant is always be given the chance to make further comments and to ask questions if need be..

COMPLAINTS

- C – Keep complaints confidential
- O – Organize the investigation in a timely manner
- M- Manage the complaint – don't let it slip away from your control
- P – Pass complaints on if not against practice
- L – Listen carefully to complaint – it may have a point
- I – Investigate carefully and thoroughly
- N – Never underestimate the effect of a complaint on all parties
- T- Tell patient of right of appeal
- S – Say sorry responsibility has been accepted

Responses and Rights of Appeal

The Rights of Appeal and these rights are clearly stated in the Response letter. The ultimate right of appeal is to the NHS Ombudsman. Parkside Medical Practice always will mention the right of appeal and how to appeal.

Parkside Medical Practice

Survey 2017/2018

We would be grateful if you could complete this survey about your GP/ANP/Nurse and General Practice. A summary from this survey will to help them identify areas for improvement. Your opinions are very valuable. Please answer ALL the questions you can. There are no right or wrong answers and your GP will NOT be able to identify your individual answers.

Please circle as appropriate.

Thank you.

How good was the GP/ANP/Nurse?HCA::

Q. Putting you at ease?

Very good Good Satisfactory Poor Very poor Does not apply

Q2. Listening to you?

Very good Good Satisfactory Poor Very poor Does not apply

Q3. Explaining your treatment and condition?

Very good Good Satisfactory Poor Very poor Does not apply

Q4. Did you have confidence that the GP/ANP/nurse will keep your information confidential?

Yes, definitely Yes, to some extent No, not at all Don't know / can't say

Q5. Would you be completely happy to see this GP/ANP/nurse again?

Yes No

Q6. Are you aware that you have a choice of where you can be referred to?

Yes No

Please enter the name of the GP/ANP/Nurse you recently saw and add any additional comments:

About Receptionists and Appointments

Q7. How helpful do you find the receptionists at your GP practice?

Very helpful Fairly helpful Not very helpful Not at all helpful Don't know

Q8. How easy is it to get through to someone at your GP practice on the phone?

Very easy Fairly easy Not very easy Not at all easy Don't know Haven't tried

Q9. How easy is it to speak to a GP/ANP/nurse on the phone at your GP practice?

Very easy Fairly easy Not very easy Not at all easy Don't know Haven't tried

Thinking of times when you are willing to see any GP:

Q10. How quickly do you usually get seen?

Same day or next day 2-4 days; 5 days or more I don't usually need to be seen quickly

Don't know, never tried

Q11. How do you rate how quickly you were seen?

Excellent; Very good Good Satisfactory Poor Very poor Does not apply

Q12. Did you know that we offer extra appointments at another Venue when we are closed?

Yes No Don't know

Q13. Which of the following additional opening hours would make it easier for you to see or speak to someone? (please X all boxes that apply)

Before 8am After 6.30pm; On a Saturday On a Sunday None of these

Information/Communication/Misc

Q14. Are you aware where you can find information about the Practice?

Yes No

Q15. Are you aware that a GP is made aware and given all telephone calls and messages after his surgery?

Yes No

Q16. Do you feel that our Reception area is clean and tidy at all times?

Yes No

Q17. Are you aware that we have a private room if you do not wish to discuss anything private at the front reception?

Yes No

Q18. Are you aware that we have a mobile telephone number to enable you to text us to cancel an appointment?

Yes No;

Thinking about the care you get from your GPs/ANP/nurse overall, how well does the practice help you to:

Q19. Understand your health problems?

Very well Unsure Not very well Does not apply

Q20. Cope with your health problems?

Very well Unsure Not very well Does not apply

Q21. Overall, how would you describe your experience of your GP surgery?

Excellent Very good Good Satisfactory Poor Very poor

It will help us to understand your answers if you could tell us a little about yourself

Q2. Are you ?

Male; Female

Q23. How old are you?

Under 16; 16 to 30 30-44 45 to 64 65 to 74 75 or over

Q24. What is your ethnic group?

White; Black or Black British ; Asian or Asian British ;Mixed ;Chinese ;Other ethnic group

Finally, please add any other comments you would like to make about your GP Practice:

Amended 21/01/2019

The Patient Network – Annual calendar 2019

The Patient Network brings together patient participation groups (PPGs) and practice volunteers in Bradford City and Districts CCG areas and allows you to get involved with, and influence, decisions about local health services. The network also provides an opportunity for patient groups to share good practice and support each other's development.



Meetings are open to members of PPGs, patient engagement leads, practice volunteers and Practice Health Champions. We reimburse travel expenses for members of the public, carers and patients. Refreshments are provided at each meeting.

	Meeting	Date	Time	Venue
February	Patient network meeting	Wednesday, 27 th February	12.30pm – 3pm	Carlisle Bus centre
	repeat	Thursday, 28 th February	6pm – 8pm	Scorex House Room G 7&8
April	Patient network meeting	Wednesday, 10 th April	12.30pm – 3pm	Carlisle Bus centre
	repeat	Thursday, 11 th April	6pm – 8pm	Scorex House G 7&8
June	Patient network meeting	Wednesday, 26 th June	12.30pm – 3pm	Carlisle Bus centre
	repeat	Thursday, 27 th June	6pm – 8pm	Scorex House G 7&8
September	Patient network meeting	Wednesday, 4 th September	12.30pm – 3pm	Carlisle Bus centre
	repeat	Thursday, 5 th September	6pm – 8pm	Scorex House G 7&8
November	Patient network Celebration	Wednesday, 13 th November	12.00pm – 3pm	Carlisle Bus centre

Venue Details
Scorex House
1 Bolton Road
BD1 4AS

Carlisle Business Centre
The Prolegis Suite (Main Hall)
60 Carlisle Road,
Bradford, BD8 8BD

If you have any queries or need to get in touch, please email engage@bradford.nhs.uk or call/text 07931 561 448

Parkside Medical Practice

The Practice is now offering weight management support as from 01.01.2019 to patients with a high body mass index. This is available for patients over 18 years old and not having any support/intervention from the practice. The appointments are 20 minutes long. Please book an appointment with Michael Nunn for further information.

Kind regards

Pauline Woodrow Practice Manager

If a patient has been referred to specialist then they can use this website address <https://www.ebs.ncrs.nhs.uk/login> with this website they are able to:

- book their appointment
- check their appointment details
- change their appointment
- cancel their appointment
- cancel their referral

For more information, read about [what happens when you're referred \(PDF, 596kb\)](#)