|  |  |
| --- | --- |
|  | E  |
| **Patient Participation Meeting** | **Day and date 25/5/2017 Time 10.30-12.00****Meeting Room** |  |
|  |  |
|  |  |
| **Type of meeting:**Formal Clinical Meeting  |  | **Facilitator:** **Pauline Woodrow**  |  |  |
| **Note taker:**Sofina Hussain |  |  |  |  |
|  |  |
|  |  |
| Attendees: Sofina Hussain Arif AlamDani MistryDr A AzamPauline Woodrow |  |  |
|  |  |
| **Agenda** |  |
|  |  |
| ApologiesIntroductions-Minutes and Actions from previous meetingExtended HoursElectronic transfer of PrescriptionsNetwork MeetingsTogether WomenMesh Service-Notice to go upTWIMCPatient SurveyAOBDate and time of next meeting 29/11/2017 @10.30 | PWPWPWPWPWPWPWPWPWPWPWPWPWPWPW |  |  |
|  |  |  |  |
|  |  |  |  |
|  |  |
| **PPG Meeting** |  |  |
|  |  |
|

|  |  |  |
| --- | --- | --- |
| **Type of meeting:**Formal Clinical Meeting  |  | **Facilitator:** **Pauline Woodrow**  |
| **Note taker:**Sofina Hussain |  |  |

 |  |
|  |  |  |  |  |
|  |  |  |  |  |
|  |  |
|  |  |
| **Attendees:** Arif Alam Dani MistrySadaqat Ali KhanPauline WoodrowDr A Azam  |  |  |
|  |  |
| **Agenda**  |  |
| **Apologies** |  |  |  |
|  | Discussion: No apologies were received |  |
|  | Conclusions:  |  |
|  | Action items: Minutes to be sent to all PPG members  | Person responsible:Hajra Ansar Patient Engagement Lead | Deadline:Asap |  |
|  |  |  |  |  |
|  |  |  |  |  |

|  |  |  |
| --- | --- | --- |
| **Introductions** | **PW** |  |
|  | Discussion: All the team introduced themselves. |
|  | A discussion took place regarding the Practice still hoping to recruit new members of different sexes, age groups and cultures. |
|  | Action items:To carry on trying to recruit new members of different sexes, age groups and cultures. PPG members to take the information into the community and the Practice to continue. Notices in the Practices and send texts out to all he patients.  | Person responsible:Hajra Ansar Patient Engagement Lead  | Deadline:Ongoing |
|  |  |  |  |

|  |  |  |
| --- | --- | --- |
| **Previous minutes** | **PW** |  |
|  | Discussion: The previous minutes were discussed and agreed to be a true record. |
|  | Actions: No actions carried forward |  |  |

|  |  |
| --- | --- |
|  | **Extended Hours****Discussion**: A discussion took place about the extended access that we were part of through a group called the Alliance Extended Access is the provision of core GP services outside of the current ‘standard’ GP hours (8am to 6:30pm).The government’s mandate to NHS England sets out: “To ensure everyone has easier and more convenient access to GP services, including appointments at evenings and weekends”. The Extended Access project aims to deliver core GP services at evenings and weekends for patients across Bradford from centralised hubs covering an area rather than having each practice deliver Extended Access individually. Shortly we will giving additional access/appointment to all our patient Monday to Friday 6.30-9.30 and as from 1/12/2017 we will be able to offer patient appointments Saturday and Sundays.**Routine GP Clinics** A GP clinic will be held each day of Extended Access. These clinics are for routine GP appointments. Ongoing issues should preferably not be booked into these clinics.**When**: Monday, Tuesday, Wednesday, Thursday, Friday – 6:30pm to 9:30pm.**Physio First Clinic** Physio First offer physiotherapy triage services. Patients with new episodes of joint pain or aches can be booked into these clinics. If physiotherapy is appropriate then they will be referred for this. Please note that patients who are already under physiotherapy should not be booked into this clinic. **When:** Monday, Wednesday, Friday – 6:30pm to 9:30pm. Appointments last around 15 minutes.**Welfare Benefits Advice**Equality Together will provide a face to face appointment with a welfare benefits advice worker giving independent confidential impartial advice direct to people about their welfare rights. They will provide basic level advice on issues that go beyond welfare benefits. **When**: Monday, Tuesday, Wednesday, Thursday – 6:30pm to 9:30pm. Appointments last around 30 minutes.**Nutrition and Weight Management Health Checks**HALE will provide health checks linked to offering advice around nutrition and weight management to support improved health for those at risk of weight related ill health. **When:** Monday – 6:30pm to 9:30pm. Tuesday, Wednesday – 6:30pm to 8:30pm. Appointments last around 30 minutes.**Group Sessions - Food Growing and Gardening, healthy eating and cook and eat**On Tuesdays BCEP will provide two sessions for up to 5 people each on food growing and gardening, healthy eating on a budget and cook and eat. **When:** Tuesday **-** Session 1 will be from 6.30pm to 8.00pm, Session 2 will be from 8.00pm to 9.30pm.**Group Sessions – Outdoor Active Session**On Wednesdays BCEP will provide an outdoor active session for up to 10 people involving getting physically active in the local community. Activities will be around walking and gardening using the grounds of Westbourne Green, Lister Park and the local allotments. **When**: Wednesday - The session will be from 6.30pm to 9.30pm with up to 10 people in the group. |
|  | Conclusions: The group agreed this was a good way forward however this was a long way to travel (Westbourne green) It was discussed that this is the first hub and three more across Bradford will be set up in the near future. |
|  | Action items:All staff to be trained and informed .Notices to go up, website & practice leaflet to be changed. Patients to be informed  | Person responsible:Hajra Ansar Patient Engagement Lead | Deadline:Asap |
|  |  |  |  |
|  |  |  |  |

|  |  |  |
| --- | --- | --- |
|  **ETP** |  | **5** |
|  | Discussion: A discussion took places regarding the Practice starting to use the ETP service. (Electronic Prescription Services) This was mainly for patients who have medicines on repeat. Basically they would need to speak to a chosen Pharmacist and complete a form to confirm that the Pharmacist can receive their repeat prescription electronically from us. This service is optional. This would work well with on-line ordering. |
|  | Conclusions:  |
|  | Patients were information about the positives of doing this: they would no longer have to come to the surgery to pick up their prescription up. This would reduce staff and GP time, queues at the front desk. Increase efficiency  |
|  | Action items:The surgeries were to go live 27/7/2017. Staff training already booked Signs to go up /text messages to go out to patients and website to be changed.PPG members to take this out into the Community. | Person responsible:PWPWAll the group  | Deadline:ASAPAsapOngoing |
|  |  |  |  |
|  |  |  |  |

|  |  |  |
| --- | --- | --- |
| **Network meetings** |  | **5** |
|  | Discussion: A discussion took place regarding the annual calendar for the patient network meetings These meetings bring together patient participation groups across Bradford City and Bradford Districts.  |
|  | Conclusions:  |
|  | By going to these meetings this allows patients to get involved with and can 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. Travel expenses are reimbursed and refreshments are provided at each meeting. |
|  | Action items:All members were given a copy of the dates and venues. | Person responsible:PW | Deadline:N/a |
|  |  |  |  |
|  |  |  |  |
| **Together Women** |  | **5** |
|  | Discussion: The PM discussed a new service –Together Women. As you know, often the first port of call for an immigrant or refugee is to access services from a local GP. At the Together Women Project, they are offering a new 1:1 keyworking service based in Bradford and they would like your help to expand our all-female client base, particularly to asylum seekers, refugees and women from minority ethnic backgrounds. They are an all-female charity offering a gender-specific service which provides tailored support for a variety of needs including budgeting, parenting skills, employability, and mental wellbeing. The plan want to discourage isolation by encouraging participation in activities in the community. they aim to help women to develop their confidence and self-esteem in addressing any issues they may have by offering advice, guidance, focussed workshops and groups. These include counselling, healthy relationships, confidence building, family legal advice, and many more. They can offer the service either from our base in the Carlisle Business Centre or by making appointments in community centres Often the first port of call for an immigrant or refugee is to access services from a local GP. At the Together Women Project, they are offering a new 1:1 keyworking service based in Bradford and we would like your help to expand our all-female client base, particularly to asylum seekers, refugees and women from minority ethnic backgrounds. They are an all-female charity offering a gender-specific service which provides tailored support for a variety of needs including budgeting, parenting skills, employability, and mental wellbeing. We want to discourage isolation by encouraging participation in activities in the community. We aim to help women to develop their confidence and self-esteem in addressing any issues they may have by offering advice, guidance, focussed workshops and groups. These include counselling, healthy relationships, confidence building, family legal advice, and many more. They can offer the service either from our base in the Carlisle Business Centre or by making appointments in community centres.  |
|  | Conclusions: If the Practice have any patients who you would deem appropriate we will be referring them to this service but if possible could members of the PPG also signpost them to this service /website.  |
|  | Action items:To add details to websiteBradford@togetherwomen.org01274 30147007825268253 | Person responsible:GT | Deadline:Asap |
|  |  |  |  |
|  |  |  |  |
| **MESH** | **ALL** | **5** |
|  | Discussion: A discussion took place regarding the Mesh service. This is a service where a Pharmacist has had a referral from the Practice to go to patients to check their medication which is on repeats. They check compliance over use, underuse and stock piling of medicines which should not be happening. Medications are sometimes changed after a discussion with the Mesh Pharmacist, the patient and after a consultation with the GP. |
|  | Conclusions:  |
|  | The Practice will be checking and running a report ensuring that any patients taking 10 regular medicines or more are referred or any patients that are at risk taking medications between 4-9 items  |
|  | Action items:Practice Pharmacist to run report to find patients at risk or on over 10 regular medicines and refer 5 per week to Mesh. | Person responsible:PW  | Deadline:Ongoing |
|  |  |  |  |
| **TWIMC Private letters** |  | **5** |
|  | Discussion: The high demand of the request for private letters from Patients had risen and patients expectations were very high expecting letters to be dictated and typed in very short periods of time was discussed. |
|  | Conclusions: It was agreed that we changed the policy and made it clear when these requests come that Urgent letters could take up to 48 hours and non-urgent could take up to 10 days. The group thought this was fair and would be implemented. |
|  | Practice to implement written policy and advise all staff and inform Patients. | Person responsible: NK | Deadline:1 week |
|  |  |  |  |
| **Patient Survey Appendix 2** |  | **5** |
|  | Discussion: A big discussion took place regarding each individual aspect of the Patient Survey March 2017 and Practices actions plans. |
|  | Conclusions: The group was happy with the plans we had (these had been discussed previously) and the progress that was being made. New telephones had been installed already and everyone seemed to accept that we were going forward  |
|  | Action items:To keep going forward with the plans that had been made. | Person responsible:PW | Deadline:Ongoing |
|  |  |  |  |

|  |  |  |
| --- | --- | --- |
| **Opening times** | **ALL** |  |
|  | Discussion: A big discussion took place regarding the surgery closing at 6.00pm and having out of hours cover as from 6.00-6.30. It was found that only a small minority of patients came after 6.00pm. therefore it would be more beneficial for staff to come 30 minutes earlier at busy times when they were most needed |
|  | Conclusions:  |
|  | The change to go ahead. |
|  | Action items:CCG to be informed .Notices to go up, website & practice leaflet to be changed. Patients to be informed  | Person responsible:PW | Deadline:ASAP |
|  |  |  |  |

|  |  |  |
| --- | --- | --- |
| **Date & time of next meeting** | **SH** |  |
|  | Discussion: 30/11/2017 @10.30am |
|  |  |  |  |