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|  | | | | | | | |
| **Patient Participation Meeting** | | | **Date; 18th January Time; 10:30- 1:00**  **Meeting Room** | | | | |
|  | | | | | | | |
| **Type of meeting:**  Formal Patient Participation Group Meeting  **Note taker:**  Hajra Ansar | | **Facilitator:**  Pauline Woodrow | | | | | |
| Attendee’s; Hajra Ansar, Pauline Woodrow, Susan Gavin, Nazmeen Khan, Dr A Azam, Michael Nunn, Mohmmad Saddique, Kalsoom Bibi. Sadaqat Khan – Chair, Renata Dziama – Vice Chair, Araf Alam. | | | | | | | |
| **Agenda** | | | | | | | |
| Apologies  Introductions  Minutes and Actions from previous meeting  Carers Resource *Appendix 1*  Diabetes Dietitians *Appendix 2*  Practice/ GP Survey *Appendix 3*  Cervical Screening  Patient Network meetings *Appendix 4*  People’s Choice Award *Appendix 5*  Comments *Appendix 6*  AOB *Appendix 7*  Date and time of next meeting;  *Thursday 22nd March 2018* *Time; 10:30- 1:00* | | | PW  PW  HA  PW  PW  HA  HA  HA  HA  HA  HA  HA | |  |  | |
| Refreshments are available after the meeting if anybody would like to stay. | | |  | |  |  | |
| **Patient Participation Meeting** | | | | | | | | |
|  | | | | | | | | |
| **Type of meeting:**  Formal Patient Participation Group Meeting  **Note taker:**  Hajra Ansar | | **Facilitator:**  Pauline Woodrow | | | | | | |
| Attendee’s; Hajra Ansar, Pauline Woodrow, Susan Gavin, Nazmeen Khan, Michael Nunn, Dr A Azam, Mohmmad Saddique, Kalsoom Bibi. Sadaqat Khan – Chair, Renata Dziama – Vice Chair, Araf Alam. | | | | | | | | |
| **Agenda** | | | | | | | | |
| **Apologies** | | |  | | **5** | | | |
|  | Discussion:  Apologies were given from Faredeh Javid, Mansour Youseffi, Daahyanti Mistry, Mirza Sabir , Iqra Hussain, Rozma Bi who were unfortunately not able to make it to the meeting. | | | | | | | |
|  | Conclusions: None | | | | | | | |
|  | Action items: None | | | Person responsible:  Minutes to be sent out with date and time of next meeting. | | | Deadline:  ASAP | |

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| **Introductions** | |  | | **5** | |
|  | Discussion: All the team introduced themselves and were informed that Hajra will be facilitating the meetings from now on. All members were happy with this. A member brought forward that they would like to have a text message reminder for PPG meetings a week beforehand in addition to a day beforehand. | | | | |
|  | Conclusions: None | | | | |
|  | Action items:  When PPG meetings are scheduled to send a text confirmation a week beforehand as well as a day beforehand. | | Person responsible:  Hajra Ansar | | Deadline:  Continuously. |

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| **Minutes and Actions from previous meeting** | |  | | **5** | |
|  | Discussion: Nazmeen Khan discussed the actions from previous meeting and as a group we discussed focuses of the previous meeting such as free child health care, Extended access and the new drug and Alcohol service. Members were informed that the new drug and alcohol service is available and clinicians are referring patients who they deem appropriate to this service. All actions were complete and members agreed. Members also felt like as though they had received updates of new services around the practice and messages had been sent to their phones and were quite happy about this. An action which we discussed from the previous meeting was in regards to appointments and whether it would be possible for clinicians to provide double appointments if they deem appropriate, members were told that this was brought up in the clinical meeting and it has been taken into consideration by all clinicians. In relation to this we discussed that clinicians should let receptionists know if they are running late so that they can inform patients who are waiting so that they can accommodate to the patient’s needs. Pauline also informed members that Asghar (pharmacist) will be holding minor ailment clinics for patients which will assist clinicians and will provide additional appointments for patients. | | | | |
|  | Conclusions: The previous minutes were discussed and agreed by all attendees to be a true record. | | | | |
|  | Action items:  See if self-care has been promoted on the Practice Website.  Re-send the Drug and alcohol service information booklet to members.  Clinicians should let Receptionists know if they are running late so that they can inform patients who are waiting so that they can accommodate to the patient’s needs. To be brought up in Practice Meeting.  To continue to provide leaflets, texts and website information whenever there is a new service available or an update to a service. | | Person responsible:  Hajra to speak to George.  Hajra Ansar  Pauline Woodrow  Hajra Ansar | | Deadline:  ASAP  ASAP  During next scheduled meeting.  Ongoing |

|  |  |  |  |
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|  | **Carers’ Resource *Appendix 1***  Discussion: Carers’ resource is an independent and nationally recognised Yorkshire charity which gives tailored information and support to care, those in need of care and support, and the professionals who work with them. Carers feeling the strain of day-today caring have been urged to contact Carers’ resource to discuss ways to help them improve their health and wellbeing, which could result in a Carers’ wellbeing grant from Bradford council of up to £200. The grants are for over- 18’s who live in the geographical boundaries of Bradford Council and the Bradford, Airedale, Wharfedale and Craven Clinical Commissioning Group. Patients were told if they would like to refer themselves or someone they knew they were told to call Carers’ Resource on 01274 449660 or email [bradford@carersresource.org](mailto:bradford@carersresource.org). Members asked how the organisation would know who is a carer they were informed that if a person is a carer they should fill in a carer’s registration card to register the carer and who is being cared for will be filled out on the system they may also be told to have an informal interview with the organisation who will deem them eligible for the grant. Members were encouraged to use this service and inform members of the public of the service. The cards are available at our practice reception. Michael our assistant practitioner mentioned that our practice will be offering a carers health check to see if the carers are also taken care of and are mentally and physically healthy if not we will be here to help. Over 75 health checks are also being carried out this will help to identify which of our elderly patients are carers or are being taken care of. | | |
|  | Conclusions: Members to take this information on board and to spread it their local community. All staff to encourage patients to join the carer’s resource by using registration cards and to inform patients of the many activities they offer as they are conveniently based at Horton park. | | |
|  | Action items:  To continue to encourage patients to fill in carers registration form. | Person responsible:  All Staff | Deadline:  ongoing |

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| **Diabetes Dietitian *Appendix 2*** | |  | | **5** | |
|  | Discussion: Diabetes dietitian is a referral system in place where clinicians can refer patients who they feel are in need of this service or patients can refer themselves. It provides services such as “getting started” which is an interactive group session (2 hours) covering the principles of healthy eating for diabetes, ideal for newly diagnosed patients. “Supermarket tours” this is an innovative and practical tour around a variety of Bradford supermarkets, providing a practical approach to understanding diet and exercise. Weight management programme, delivered either as a group or individually across a range of venues across Bradford. For more information patients should ring 01274 365 884. Pauline also stressed the importance of patients using the diabetes dietitian who is based at our practice who is solely focused on providing support to these patients; this is a service available for all of our patients. | | | | |
|  | Conclusions: Posters should be placed around the practice to encourage patients to speak to our diabetes dietitian or to ring 01274 365 884 for further information. | | | | |
|  |  | | | | |
|  | Action items:  Posters about our Diabetes dietitian to be placed around the practice reception. | | Person responsible:  Hajra | | Deadline:  ASAP |
| **Practice/ GP Survey *Appendix 3*** | |  | |  | |
|  | Discussion: Members were informed that NHS England will be sending a survey to a batch of patients at the beginning of January, February and March; they were told that they should encourage other people if they have received a survey to fill it in instead of disregarding it. In addition to this Pauline mentioned that we will be also sending a Practice Survey as seen in appendix 3, members were informed to look at the survey and if they feel like anything need to be added, changed or removed to inform Hajra before January 25th. | | | | |
|  | Conclusions: Members to look over the practice survey and to see if they would like any amendments to please return and inform PEL Hajra before January 25th. The team asked for the question; such as triage and Age group to be amended. | | | | |
|  | Action items:  If there is any suggestion for the practice Survey to inform practice manager Pauline which has been done- Triage and Age group question to be amended.  Text patients every 4 weeks to inform them that the National NHS survey will be sent out and if they need any help to ask Patient engagement Lead Hajra. | | Person responsible:  Hajra Ansar  Hajra Ansar | | Deadline:  25th January  Every 4 weeks |

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| **Cervical Screening** | |  | |  | |
|  | Discussion: We addressed the importance of cervical screening and mentioned to members that we are currently having an issue in inviting and also not attending appointments with our young female target audience age range form 25- 34. Members were told that New leaflets have been ordered and placed around the practice and also leaflets stressing the importance of Smear test will be placed in invitation letters, status markers have also been placed on patients homepages for those who are registered for an outstanding Cervical smear test. In addition to this they were informed that every day Hajra send 20 texts to invite these patients for a smear. In addition to this the website for further information was added to texts including the number to speak to a nurse on call http://www.cancerresearchuk.org/about-cancer/cervical-cancer/getting-diagnosed/screening Link has also been added to our Practice Website. We asked members if they had any ideas on how to encourage patients to attend for smear tests however they were happy with what was happening and just said that maybe if clinicians also stressed the importance of this test when patients attend for other appointments they may book themselves in. They also said to provide posters in different languages as some may not understand. Members were informed by Susan ANP this is done however it is patient’s decision to do make an appointment for themselves. | | | | |
|  | Conclusions: All staff to acknowledge status markers on patient’s records and to encourage patients to attend for smear test. | | | | |
|  | Action items:  All staff to acknowledge status markers on patient’s records and to encourage patients to attend for smear test.  Provide posters for Cervical Smear in different languages | | Person responsible:  All staff  Hajra Ansar | | Deadline:  During next scheduled meeting.  ASAP |
| **Patient Network Meetings *Appendix 5*** | |  | |  | |
|  | Discussion: All members were provided with the updated calendar for upcoming patient network meetings. Hajra mentioned that it would be great if members could start to attend these meetings as it provided members a chance to talk and connect with other PPG members from other practices, it is a chance for networking and feedback. Members were happy and said they will try attending some meetings. | | | | |
|  | Conclusions: Members to try and attend scheduled Network meetings. | | | | |
|  | Action items: None | | Person responsible: | | Deadline: |
| **People’s Choice Award *Appendix 6*** | | **ALL** | | **5** | |
|  | Discussion: We discussed that there is an award which recognises and rewards the vital contribution nurses and healthcare practitioners provide in primary care. The judges are seeking a nomination from patients, carers or members of the public who have been impressed with the care they have received. We informed members that these have been placed in practice reception and they should fill it in if they would like and to encourage other patients to fill it in also once filled in they can send it themselves or ask Hajra to send it for them. Were informed that posters have also been placed around the practice to encourage this. | | | | |
|  | Conclusions: For front line staff to encourage patients to complete the survey and hand in to Hajra if there are any complications to speak to Hajra PEL. | | | | |
|  | Action items:  For front line staff to encourage patients to complete the survey and hand in to Hajra if there are any complications to speak to Hajra PEL. | | Person responsible:  Hajra Ansar | | Deadline:  During next scheduled meeting |
|  |  | |  | |  |
| **Comments Appendix 7** | | **ALL** | | **5** | |
|  | Discussion: Members of the group read over all the comments we had complied from 01 November 2017- 12th January 2018 and were quite happy with the positive feedback staff members received in regards to the service we provide and our quality of care. | | | | |
|  | Conclusions: To continue with the suggestion box and also for staff to encourage patients when waiting for appointments to fill in nomination/suggestion box. | | | | |
|  | Action items:  To continue with the suggestion box and also for staff to encourage patients when waiting for appointments to fill in nomination/suggestion box. | | Person responsible:  Front Line staff | | Deadline:  Ongoing |
|  |  | |  | |  |
| **AOB** | | **ALL** | | **5** | |
|  | Discussion: *Appendix 7* The Did not attend Practice report was brought up by Pauline this is a data sheet which is placed in the practice and is amended every month. We discussed that many appointments are being missed by patients and this is valuable clinician time and many appointments could have been provided to other patients. This was for information purposes to show that in December approximate total of 2052 minutes of clinical time was wasted. We asked members of the group whether they had any suggestions which could help reduce this high number a suggestion which was brought up was that maybe patients had not received reminder texts as they may not have updated there contact details.  A member also stated that they believed an electronic notice board would be an effective method of communication if it was to be placed in the front reception as it would save time and would be quite efficient for our practice as it would reduce queues at the front reception as patients could arrive themselves via an electronic screen. Not only this but we could use it to promote services we offer such as cervical screening, diabetes dietitian any other new services. Overall as a team we believed it would have a positive impact on the surgery and would improve our quality of care.  In addition to this with the help of Michael we discussed the issue of blood results. It was resolved that blood results should return in a weeks’ time of the test being carried out. If the tests have come as normal clinicians inform patients either by text or over the phone. If tests come back with any abnormalities or if the clinician would like to see patient we the clinicians inform patient to book an appointment to book in an appointment at the patient’s earliest convenience. However sometimes patients would like a telephone consultation in regards to some blood results and now we are offering patients a consultation with Susan Gavin our ANP who will discuss with patients over the phone using a 5 minute consultation, frontline staff can offer these consultations to patients. | | | | |
|  | Conclusions: For staff members to continuously check if patient’s details are up-to-date and are available on the system. To see whether it would be possible to place an electronic screen in the front reception. For front line staff to use the 5 minutes telephone consultation slots if patients have any issues in regards to their blood results. | | | | |
|  |  | | | | |
|  | Action items:  For staff members to continuously check if patient’s details are up-to-date and are available on the system. | | Person responsible:  All staff | | Deadline:  ongoing |
|  | To see whether it would be possible to place an electronic screen in the front reception  For front line staff to use the 5 minutes telephone consultation slots if patients have any issues in regards to their blood results. | | Pauline Woodrow  Pauline Woodrow/ HCA | | Ongoing  Ongoing |
| **Date and Time of Next Meeting –**  Date: Thursday 22nd March 2018 Time: 10:30- 11:30 am. | | | |  | |

Appendix 1

**£200 grant can help improve wellbeing.**

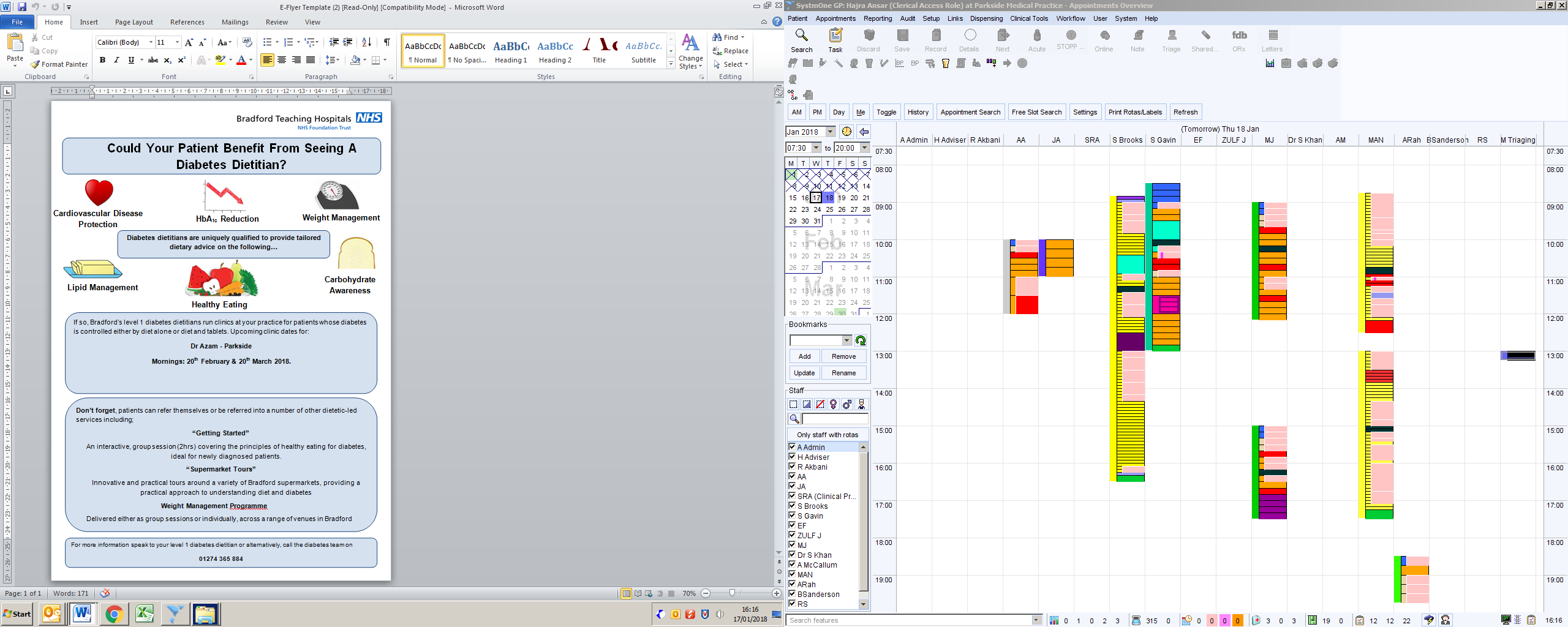
**Carers’ resource is an independent and nationally recognised Yorkshire charity which gives tailored information and support to care, those in need of care and support, and the professionals who work with them.**

**Carers feeling the strain of day-today caring have been urged to contact Carers’ resource to discuss ways to help them improve their health and wellbeing, which could result in a Carers’ wellbeing grant from Bradford council of up to £200.**

**The grants are for over- 18’s who live in the geographical boundaries of Bradford Council and the Bradford, Airedale, Wharfedale and Craven Clinical Commissioning Group.**

**To refer yourself or someone else, call Carers’ Resource on 01274 449660 or email** [**bradford@carersresource.org**](mailto:bradford@carersresource.org)

**Appendix 2**



**Appendix 3**

**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. Is your GP practice currently open at times that are convenient to you?**

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 triages telephone calls and messages?**

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?**

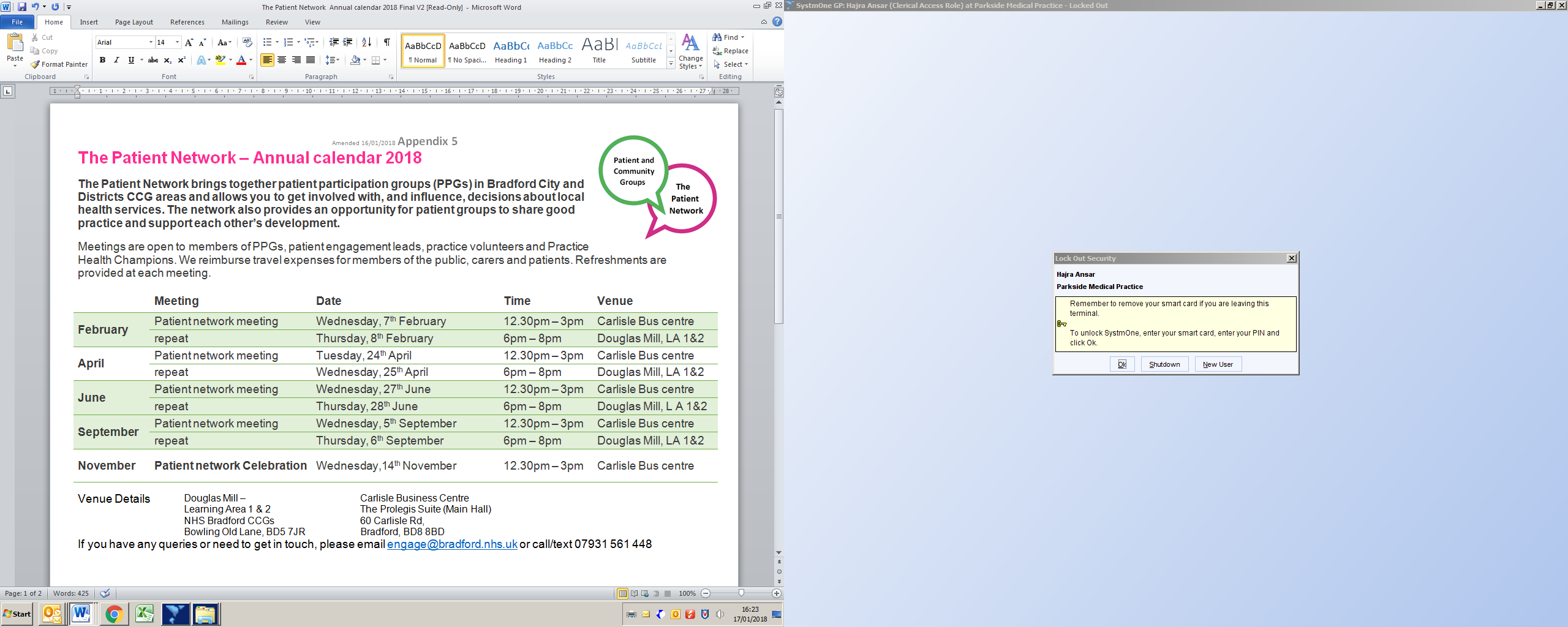
Under 16; 16 to 44 45 to 64 65 to 74 75 or over

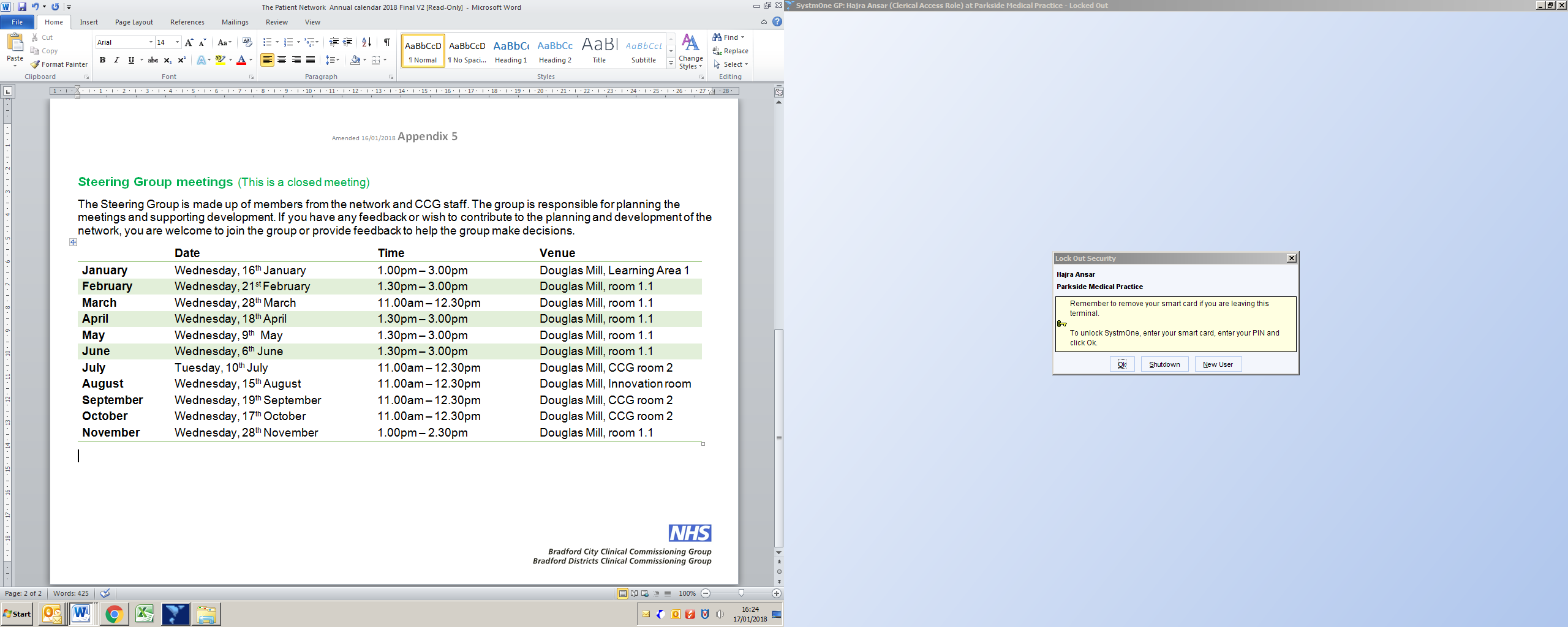
**Q24. What is your ethnic group?**

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:**

**Appendix 4**





**Appendix 5**

|  |  |
| --- | --- |
| **NHS England col“Recognising the Value of General Practice Nursing”** | |
| **People’s Choice Award**  **Humber, Coast** **and** **Vale** **Sustainability and Transformation Partnership.**  **Hambleton, Richmondshire and Whitby**  This award recognises and rewards the vital contribution Nurses and Health Care Practitioners provide in primary care.  The judges are seeking nominations from patients, carers or members of the public who have been impressed with the care they have received. | |
| Please completed this form and return to the free post address below by:  midday on Friday 2 February 2018  **FREEPOST GPN AWARDS**  Alternatively if you would like to make an electronic response, email [england.gpnawards@nhs.net](mailto:england.gpnawards@nhs.net) | |
| **Name of the Nurse or Health Care Practitioner you would like to nominate** |  |
| **The Name and address of the GP Practice where they work** |  |
| **Please advise us in what capacity you are nominating the Nurse or Health Care practitioner** |  |
| **Your contact details, including name, address and day time telephone** |  |
| **Please fill in all the sections that you feel are relevant.** | |
| **Why do you want to nominate the Nurse or Health Care Practitioner?** | |
| **What has been the biggest impact on your health and well-being?** | |
| **Anything else you would like to add?** | |

**Appendix 6**

**Comments we have received from 01 November 2017- 12th January 2018**

|  |  |
| --- | --- |
| **20/11/2017** | **Excellent service**  **Fantastic Service**  **Very good**  **Great**  **Good** |
| **7/12/2017** | **Whenever I have a problem or I am ill the staff at this surgery always helps me out.** |
| **7/12/2017** | **There are always appointments available whenever I ring.** |
| **23/12/2017** | **Good service** |
| **01/01/2018** | **Receptionist very friendly and helpful. Thank you.** |
| **01/01/2018** | **I have never entered a problem happy with the service.** |
| **09/01/2018** | **All doctors/sue /reception happy with staff**  **Excellent and care as always** |

**Appendix 7**

**Did Not Attend Report- Parkside Medical Practice**

**Month- December**

|  |
| --- |
|  |
| **Staff** | **Appointment Count** | **Time Wasted (Min)** |
| Dr Rahela Akbani | 3 | 30 |
| Mr Raman Sharma | 1 | 15 |
| Sonya Brooks | 54 | 1260 |
| Mrs Susan Gavin | 39 | 513 |
| Dr Jahan Azam | 4 | 135 |
| Mrs Barbara Sanderson | 34 | 545 |
| Mrs Adrienne McCallum | 2 | 60 |
| Mr Asghar Rahman | 2 | 30 |
| Health Plus Adviser | 3 | 300 |
| Mr Michael Nunn | 12 | 103 |
| Dr Sarfaraz Khan | 6 | 60 |
| Dr Mohammed Javid | 8 | 80 |
| Messages Triaging | 2 | 2 |
| Mr Zulfiqar Jafry | 3 | 38 |
| Dr Sameerah Azam | 3 | 30 |
| Dr Anwer Azam | 5 | 53 |

**2025 minutes of “clinical time2 wasted = Approx 49 hours**

**If you could not get an appointment this is the reason why.**