

# Patient Participation Meeting

**Date: Thursday 12 September 2019.**  
**Time: 10:30 – 12:00pm**  
**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, Michael Nunn, Dr A Azam, Sadaqat Khan, Renata Dziama, Mansour Youseffi, Kalsoom Bibi.

## Agenda

Apologies  
Actions and Minutes from Previous Meeting  
Compliments *Appendix 1*  
Informal Complaints *Appendix 2*  
Suggestions  
DNA policy *Appendix 3*  
Lilac Clinic *Appendix 4*  
Online Services  
Asthma- Blue inhaler *Appendix 5*  
CPR Training- 26 September 2019 13:00-15:00  
New staff  
Flu Clinics  
Mind In Bradford *Appendix 6*  
AOB

Date and time of next meeting ;  
*Date: Thursday 12<sup>th</sup> December 2019*  
*Time: 10:30-11:30am*

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

# Patient Participation Meeting

Date: Thursday 12 September 2019

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, Michael Nunn, Dr A Azam, Sadaqat Khan, Renata Dziama, Mansour Youseffi, Kalsoom Bibi.

## Agenda

### Apologies

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Discussion: Apologies were given for Farideh Javid who was unfortunately unable to attend.

Action items:

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

Person responsible:

Jane Davison

Deadline:

01.11.2019

### Minutes and Actions from previous meetings

Discussion: Hajra 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:

Jane to ensure that minutes of meetings are added to the Practice Website and inform PPG members either by email/post.

Person responsible:

Jane Davison

Deadline:

12/10/2019

### Compliments *Appendix 1*

5

Discussion: All members of the team happy with compliments compiled and look forward to receiving suggestions in the future. Comments are obtained from family and friend tests that are completed daily by the admin staff these are then collated and recorded.

Conclusions: All PPG members to be aware of the comments

Action items:

To add to Practice Meeting

Person responsible:

Jane Davison to email Sofina Hussain

Deadline:

Ongoing

**Informal Complaints** Appendix 2 **5**

Discussion: Pauline Woodrow discussed with the group the three informal complaints numbers INF011920, INF021920, INF 031920, and INF 041920 that we had received. (Appendix 2) All PPG members were happy with the action taken for the complaints. Pauline Woodrow informed PPG members that we are now actively recording Informal complaints compared to the past as staff members are now aware that all informal complaints must be recorded even if they were resolved during the event.

Conclusions: Jane to continue to bring informal complaints to meeting.

	Person responsible:	Deadline:
To continue to bring informal complaints to meeting.	Jane Davison	N/A

**Suggestions** **5**

Discussion: We received two suggestions however one was classed as an informal complaint and the other was classed as a compliment therefore we had no suggestions.

Conclusions: Suggestions are provided by patients and then are looked at by the Patient Engagement Lead (Jane), who then discusses with management who decide on an outcome. Staff are aware to hand out suggestion forms at any opportunity.

Action items:	Person responsible:	Deadline:
Suggestions to be discussed with Pauline Woodrow or Nazmeen Khan and to continue to discuss with PPG.	Jane Davison	Ongoing

**DNA Policy** Appendix 3 **5**

Discussion: Pauline Woodrow discussed that we have now an updated DNA Policy. Each month we are now going ahead with actioning the number of DNA's we have. Currently we are sending 1<sup>st</sup> letters out to all patients who have not attended an appointment within August. This is then documented in the notes. If the patient is a child under the age of 16 then the code Child not brought o appointment is inputted and the staff member recording the code must ask the parent/guardian the reason why this child was not brought to his/her appointment whether it is primary care secondary care. If a child misses three appointments consecutively a referral to safeguarding is considered. Pauline Woodrow is currently setting up reports for the second and third DNA.

Conclusions: All PPG members to be aware that Pauline Woodrow is currently looking and investigating patient who do not attend their appointments. It was discussed that by doing this patients will be more aware of cancelling appointments and this eventually will increase access.

Action items:	Person responsible:	Deadline:
Pauline Woodrow to look at alerts as some patients may have carers and the letters need to be sent to the carers.	Pauline Woodrow	Ongoing
Figures of DNA to be brought to the next meeting.	Pauline Woodrow	

**Lilac Clinic** Appendix 4 **5**

Discussion: Hajra informed patients that there is a NHS service available to all patients who would like a termination of pregnancy. This is a self- referral service and patients can contact the Lilac clinic on 01274 383 341 (7.30am-4pm Monday to Friday). This is a service which we are offering patients which helps to improve their accessibility as patients can talk to the correct services rather than attending the surgery and seeing a GP.

Conclusions: All PPG members to be aware and promote this service as appropriate.

Action items:	Person responsible:	Deadline:
Poster regarding this on Practice noticeboard	Jane Davison	Completed

## Online Services

### 5

Discussion: Pauline Woodrow informed all PPG members that 25 percent of all appointments will be available online. This will include HCA clinics, practice nurse clinics and all GP clinics. Pauline Woodrow informed PPG members that she and Nazmeen will be looking into this as we do not want patients to book themselves in for blood tests or any other review without a clinician requesting it. If these appointments are not used, staff will be able to access these appointments and use them on the same day so they do not go to waste. All PPG members should promote online services and get the patient to contact the receptionist for online details.

Conclusions: All PPG members should promote online services and get the patient to contact the receptionist for online details.

Action items:	Person responsible:	Deadline:
To promote online services: text, poster or leaflets	Jane Davison	Completed
To add to practice newsletter	Jane Davison	14.10.2019
To add to website	George Telford	14.10.2019
Assistant Manager to change all appointment templates to ensure that 25% are on line appointments	Nazmeen Khan	14.10.2019

## Asthma- Blue Inhaler Appendix 5

Discussion: Michael discussed the current city wide issue with the overuse of blue inhalers. This inhaler is an essential emergency treatment if you are having an asthma attack BUT using a blue 'reliever' inhaler more than three times a week is a sure sign that your asthma is out of control. Overuse can increase your risk of dying from the condition. Therefore Asghar the practice pharmacist is working alongside Michael to target patients who are using more than six inhalers a year. These patients are invited for an asthma review with Michael Nunn who discusses inhaler techniques and possible lifestyle changes, medication changes. Asghar then changes medication as appropriate.

Conclusions: PPG members to be aware of the above.

Action items:	Person responsible:	Deadline:
Michael to provide updates regarding overuse of blue inhalers for next meeting	Michael Nunn	5/12/2019

**CPR Training- 26 September 2019 13:00-15:00 5**

Discussion: Hajra informed all members that we now have a new Defibrillator machine and we will be having CPR training on the 26<sup>th</sup> September 2019 from 13:00 to 15:00. The Training will take place in Practice.

Conclusions: Discussion took place about all these members working alongside the Practice and in the Community, help saving lives where possible. The members discussed certain places in Bradford where machines are kept and eventually this training will aid and benefit the community

PPG members to be aware of training date and to provide apologies if they cannot attend.

Action items:

To confirm attendance for CPR training on 20.09.2019

Person responsible:

All the Group

Deadline:

20.09.2019

**New staff 5**

Discussion: Pauline Woodrow informed PPG members that we have recruited two new members of staff to compensate for the two members who are leaving. Jane will be the new patient engagement lead and Vanisha will be the new administrator.

Conclusions: PPG members to be aware of the above.

Action items:

No action required

Person responsible:

N/A

Deadline:

N/A

**Flu Clinics 5**

Discussion: Nazmeen Khan informed all members that we have clinics now open and staff members are able to book the appointments. Nazmeen also informed members that the district nurses will be able to carry out the flu vaccinations for our housebound patients. Pauline Woodrow and Nazmeen will be placing alert, reminders on the system. Nazmeen mentioned within the next few weeks we will be targeting our over 65 patients who require the flu vaccine. Staff who can carry out vaccinations are: Michael Nunn, Susan Gavin, Barbara Sanderson and Nicola Warren. Asghar and Dr A Azam will be able to carry out flu injections opportunistically. If any patient requires a vaccination staff will be contacting them and arranging for them to get it done in practice.

Conclusions: All ppg members to be aware of the Flu service we provide and to promote within the community.

Action items:

Michael to place appropriate posters and notices up regarding flu.

Nazmeen to text/send letters to all Patients regarding Flu.

Person responsible:

Michael Nunn

Nazmeen Khan

Deadline:

ASAP

ASAP

**Mind In Bradford** Appendix 6**5**

Discussion: Hajra informed all ppg members regarding the Mind in Bradford service. They have provided a booklet containing wellbeing sessions they provide. Sessions include: Singing group, Independent living skills, Tribal drumming, MensZone, men's Mindfulness, arts and crafts, wellness and recovery action planning. Football, recovery support group and hearing voices group. There are many other sessions they provide and if patient are looking into these kind of sessions than they can ring 01274 730 815.

Contact details: Mind in Bradford, Kenburgh House, 28 Manor Row, Bradford, BD1 4QU. 01274 730 815. For further information patients can visit: <http://www.mindinbradford.org.uk/>.

PPG members mentioned that this is a great service which is extremely useful to patient.

Conclusions: All ppg members to be aware of the service and to promote within the community.

Action items:

Booklets have been placed in front reception for patients to collect.

Person responsible:

Jane Davison

Deadline:

Completed

**AOB- RTA****5**

Discussion: Pauline Woodrow informed all patients that we will not be charging patients if they would like to see the GP for an RTA. This is under CCG guidelines. If solicitors request the patient notes, this is also a free of charge service.

Conclusions: None

Action items:

No action required

Person responsible:

N/A

Deadline:

N/A

**AOB- Fundraising****5**

Discussion: Pauline Woodrow informed all patients that we have Jane who will now be in charge of fundraising for various items required within the practice this consists of self-arrival screen. We are currently fundraising for the De-Fib which we have obtained, and for our five year plan we are hoping to buy a self-arrival screen. In the near future Jane will be holding Coffee mornings etc.

Conclusions: Further details will sent to the group as they are agreed/implemented

If patients have any fundraising suggestion they must speak to Jane.

Action items:

Further details will sent to the group as they are agreed/implemented  
If patients have any fundraising suggestion they must speak to Jane.

Person responsible:

Jane Davison

PPG group

Deadline:

Ongoing

**Date & time of next meeting**

Date: Thursday 12<sup>th</sup> December 2019

Time: 10:30-11:30am

Compliments July 2019 to September 2019

- It is a good family doctor, get appointments when needed
- Always get seen friendly staff
- Same see me on time and the wait is
- The surgery's provides efficient health care
- Michael is brilliant at his job.
- Friendly staff, quick appointment
- Because it has helped me and my family through the past
- Care was fantastic Michael
- Sue was very responsive and very quick.
- Excellent services thank you.
- They will help you when you needed it.
- Able to get app promptly
- Always been very happy with the service and care received, fantastic staff and always helpful and kind
- Was very friendly and helpful
- Good Drs get app quick
- Because most of the doctors neglect you and speak over you.
- I love the team, they are my friends, they look after me and my daughter a lot , thank you
- The Practice is very helpful
- Dr is good, you get on the day app
- I have had bad experience with the nurses and doctors from the practice.
- Absolutely
- Great advice given.
- Friendly staff and great doctors nurses
- All the staff are really nice and I get the appointment that nee for myself and my kids really quick
- All staff listens attentively and show great care, Thank you.
- Been with this practice long time and I like it
- Everything got solved.
- Always helped in getting what I need. Kind and respectful staff.
- Friendly, helpful
- When the receptionist try to triage
- You always take care of us
- Whatever problem I have they always help me understand and give me medication needed
- Always helpful and friendly
- Problem with Drs log appointment delayed considerably
- The staff are easy to communicate with
- Quick appointments
- Polite and helpful staff
- They take good care of you
- They cure illnesses to their best ability and give you advice to stay healthy
- Very good doctors surgery
- Good services and staff
- Always well attended to!
- Doctor was very under standing
- I'm being honest
- Very good service asked about symptoms checked me over checked tonsils twice for peace of mind.
- Excellent communication skills very helpful.
- Because this surgery has the best care that I've ever experienced

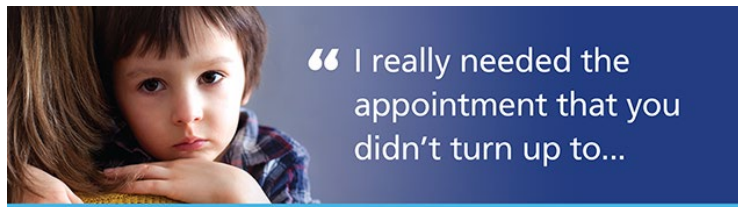
Appendix 2

Inf 1 02.05.2019 S Hussain	Patient waited 45 minutes to see Gp.	EC apologised to patient and explained there was an emergency that the GP was dealing with. Also all patients were made aware by EC when they were marked as arrived.	02.05.2019	16.05.2019
Inf 2 03.07.2019 EC	Patient was unhappy with questions clinician asked her regarding her sick note request. Patient mentioned she would rather the GP looked through her record and issued the sick note.	EC spoke to patient and apologised. EC advised that a GP must ensure they ask questions when issuing a sick note as patient situations change and therefore we ask questions to ensure we provide an accurate paperwork. Patient and her father understood the reasons why the GP asked the questions and has accepted the apology.	Discussed in appropriate meetings	PPG meeting: 12.09.2019  Clinical Meeting: 16.09.2019  All staff informed regarding complaint in practice meeting:
Inf 3 02.08.2019 EC	Pt came to see a clinician regarding pain in his abdomen. Advised to use Gaviscon if no better and if symptoms do return advised to go to A&E. Mother mentioned that she took him to A&E even though his state was still the same, and had an appendectomy. Mother wanted to know why the clinician gave Gaviscon and not sent her child to hospital.	EC investigated and found that the clinician did inform patient to go to A&E if pain does get worse. EC discussed this with pt and mother mentioned at the time of consultation pt didn't complain of pain. Also informed mother he was advised to go to A&E if his pain was worse. Mother and pt were happy with the discussion and was just a bit scared for her child.	Discussed in appropriate meetings	PPG meeting: 12.09.2019  Clinical Meeting: 16.09.2019  All staff informed regarding complaint in practice meeting:
Inf 4 29.08.2019 HA	Pt's mother wrote a message on the suggestion sheets advising that staff need more training when navigating patients to other services. "When receptionist try to triage and make you feel like you don't need to see the doctor it is not good and more training is needed."	HA discussed this with pt's mother and advised that all staff are fully trained and are compliant in carrying out care navigation and a patient does not always need to see a GP when there are other services which can cater to the pt's need more effectively. Pt's mother mentioned that she just did not understand why she always has to answer a lot of questions whenever she books an appointment therefore care navigation was explained and mother happy with the discussion.	Discussed in appropriate meetings	PPG meeting: 12.09.2019  Clinical Meeting: 16.09.2019  All staff informed regarding complaint in practice meeting:



## Parkside Medical Practice

**We now have a Policy and patients that repeatedly do not attend and do not cancel their appointment may/will be taken from our list if there is not a good reason.**



GP appointment?  
Can't make it?  
Don't need it?

**CANCEL IT!**

**It is easy to cancel your appointment; just call: 01274 521111**

**Email: B83621.Horton Park Centre@nhs.net**

**Text: 07878650725**

**You can also cancel your appointments on line please ask at the Reception for further details Please ensure you cancel or rearrange any unwanted appointments.**

### **WHAT IT MEANS FOR YOU IF YOU FAIL TO ATTEND YOUR APPOINTMENT**

Each time you fail to attend an appointment, we will write to you. If you fail to attend **three appointments** in a **12-month period**, the practice will consider **removing you** from the patient list.

**You will then have to find an alternative GP practice in the local area. Please do not waste valuable appointments.**

## Self-referral for Termination of Pregnancy



Bradford Royal Infirmary Termination Service (Lilac Clinic) offers a NHS funded Termination Service on NHS premises. We do accept self-referrals so if you find out that you are pregnant and you do not wish to proceed with the pregnancy, you do not have to see your GP or visit a sexual health clinic in order to be able to access the termination of pregnancy service. To be eligible for an NHS funded termination of pregnancy we will need to inform your GP. We will see and treat women with complex medical needs as we are located within an NHS hospital setting.

**You can call the Lilac Clinic on 01274 383341** (7:30am-4pm Monday to Friday) to arrange an appointment for a consultation regarding a termination of pregnancy, we can often see you within the next 4 working days.

A member of staff will take your name, date of birth and contact details, and will call you back within 24 hours. Your appointment will be in the Women's Health Unit, Ward M2, Women's and Newborn Unit, Bradford Royal Infirmary BD9 6RJ.

### Confidentiality

*It is important for you to know that this is a confidential and discrete service; access to your notes is strictly for health professionals directly involved with your care, though as we have mentioned we will normally inform your GP. The only exception to confidentiality would be if we felt your wellbeing was at risk.*

### What will happen during my appointment?

During your first consultation you will have an ultrasound scan; this will take place in the maternity ultrasound department. We ensure that you will not see or hear anything on screen during this procedure. We will ask you some questions about your medical history and previous pregnancies. We will talk you through your options for termination of pregnancy and contraception options for afterwards. We will also offer screening for sexually transmitted infections.

### There are two types of termination:

Medical termination (tablets) this is a 2 stage procedure available up to 9 weeks of pregnancy. This is performed as an outpatient procedure.

Surgical termination (Operation) is available for pregnancies between 8 weeks and 12 weeks and 6 days, you will be given a date for the procedure at the time of your appointment.

We also offer a 24 hour, 7 day a week follow-up service provided by the Lilac Clinic and ward 12 Gynaecology ward out of hours.

Bradford Teaching Hospitals NHS Foundation Trust is a smoke-free organisation. You are not permitted to smoke in any of the hospital buildings or grounds, with the exception of the smoking shelters which are provided for visitors and patients only.

We use Next generation Text for people with hearing difficulties. **To contact us ring 18001 01274-383341.**

**If you need this information in another format or language, please ask a member of staff to arrange this for you.**

Dr A Azam  
Dr J A Azam  
Dr S R Azam

# Parkside Medical Practice

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## Overuse of Blue Inhaler in Asthma

Your blue inhaler is an essential **emergency** treatment if you are having an asthma attack BUT using a blue 'reliever' inhaler more than three times a week is a sure sign that your asthma is out of control. Overuse can increase your risk of dying from the condition.

While deaths from asthma attacks are still relatively rare, they do occur. Most asthmatics are prescribed two types of inhaler - one designed to relieve the wheezing symptoms, and another to control the condition and reduce the frequency of attacks or prevent them entirely.

Research suggests it is possible to spot asthma patients at greatest risk of dying simply by checking how many 'reliever' inhalers they are getting through.

We are here to help you get your asthma under better control and stop you getting daily symptoms of shortness of breath, wheeze and/or chest tightness.

We will NEVER not issue a blue 'reliever' if you have run out. You may, though, have to speak to a GP before we re-issue it. We will then arrange an appointment for you with one of our doctors or nurses to help you get your asthma better under control.

There are a lot of things we can do. Our aim is to get you using one or two blue 'reliever' inhalers a year BUT to ensure that you always have a blue inhaler available to hand in case of an asthma attack.

We are not trying to be difficult. We are doing this because we know that uncontrolled asthma is a serious issue and one we can help you with. We can get rid of your usual symptoms and help you get back to living your life without being short of breath, feeling tight chested or wheezing.

## **Mind in Bradford**

### **What is the Well-being Service?**

It is a service which runs a wide range of groups and activities to improve people's wellbeing and to help them towards recovery. Most of these take place at the main base in Bradford city centre.

Currently, sessions include peer-support; arts and crafts; creative writing; nutrition; anger management; self-esteem, drumming; social groups; Wellness Recovery Action Planning, amongst others.

### **How can I access this service and what's on?**

There is no need to have a diagnosis or be referred.

Patient can start straight away, and there are no fees.

If you're new to this service, please get in touch to reserve a place at our next Welcome Group; after this, you'll be able to access a number of our Well-being groups depending on your individual needs.

Email: [admin@mindinbradford.org.uk](mailto:admin@mindinbradford.org.uk)

Telephone: 01274 730 815 (Monday - Friday 9am - 5pm)