

PPG Meeting Minutes & Actions

The Lister Surgery, The City Medical Practice , The Family Practice

Date : 25.01.2018

Time: 18.45 – 19.45

Venue : Whetley Medical Centre

Chair Persons: Qudrat Shah and Javed Khan

Note Taker: Imran Khan (PPG Lead)

Attendees: Dr. A Khan, Mohammed Shaid, Qudrat Shah, Javed Khan, Karam Dad, Imran Khan, Bakhtiar Muhammed, Nasreen Bi, Zulfaker Hussain, Altaf Hussain & Riaz Ahmed.

Item 1:

PPG MEETING START 18.45 SHARP

Minutes and Action plan of last meeting 26/10/17

Turn out of the meeting was good,

Imran Khan (patient engagement lead) ran through previous minutes and follows up actions. Patients were happy with the outcomes then handed over to Qudrat Shah & Javed Khan who chaired the meeting.

Item 2:

Group Discussion

Following from the previous minutes JK (Javed Khan) mentioned a change to the extended access scheme and that it will focus more on welfare benefits, mental health issues & GP clinics, furthermore the service provider has been changed to Bradford VCS Alliance.

QS (Qudrat Shah) asked the PPG members to split up and come up with ideas that they would like to put forward to the practices for the Management Team to respond to, the following ideas are proposed to the GP's (responses in Italics below)

Patient Question 1. PPG members have proposed a walk in clinic for GP appointments and have said other surgeries run a walk in service from 9am to 11am. Can we have this service for our practices?

Practice Response

The partners considered this option. It was felt after consideration and in light of the following that this would not be a suitable option:

- Walk in surgeries can lead to significant wait times for patients and this does lead to a worsening of the patient experience*
- In the GP Survey respondents are asked if they wait 15 minutes or less after their appointment time to be seen. The partners feel that*

this will worsen with walk in surgeries

- *We are trying to signpost patients wherever possible as we know that many times patients don't need to see the Doctor for their issue. Walk in surgeries will go against this very important aspect of managing workload*
- *Our waiting rooms particularly at The Lister Surgery could not cope with a walk in surgery.*
- *A walk in clinic also does put a lot of pressure and strain on the Doctor doing the clinic and also results in an inability to plan the day ahead.*

Patient Question 2. PPG members would like to have an open tea & coffee session with a nurse once a month to discuss any issues they might have?

The partners would welcome this however we would encourage that the PPG used for this format. We propose that if there are any pressing issues they be directed at the PPG lead or the Practice manager who will ask the nurse to respond directly. The partners would like to encourage using this format for any issues /concerns as the PPG meetings are only quarterly.

Patient Question 3. Members suggested coming into the surgery for appointments rather than calling up for one?

Members are free to come to the surgery to obtain an appointment if they so desire. We would again like to promote the use of online appointment booking where appropriate.

Patient Question 4. Members suggested having a themed PPG meeting such as the diabetes event last year?

The partners look forward to any suggestions from all patients regarding topics. The partners would like to again stress that the PPG is the patients forum.

Patient Question 5. PPG members suggested to have FFT's sent out via post to our patients?

The Friends and Family test is better captured after an appointment. We have access to the FFT on our website. The partners anticipate the cost of postage, administration time and likely response rate would not make this approach worthwhile.

Patient Question 6. Lastly members wanted improvements to the refreshment such as more hot food to be served at the meetings?

	<p><i>This will be arranged.</i></p> <p>Action 1: GP's to respond to the proposed ideas above. Completed</p>
Item 3:	<p>Any Other Business</p> <p>Patients had discussions about advertising the surgery late times on the call screens.</p> <p>Action 2: To advertise surgery late times on the call screens.</p> <p>Patients asked for information on</p> <p>Action 3: IK To provide data on how many GP, Nurse & HCA clinics/appointments we have in an average week per practice and also the list sizes for each practice</p> <p>IK concluded the meeting & announced the next PPG meeting for 25th April 2018 @ 13.00.</p>

Date of Next Meeting: 25/04/18