

Minutes& Actions :PPG Meeting

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

Date : 27.04.2017

Time: 6.45pm – 7.45pm

Venue : Whetley Medical Centre

Chair Person: Qudrat Shah, Javed Khan (Co-Chairs)

Note Taker:Imran Khan (PPG Lead)

Attendees: Dr. A.A Khan, Dr. Ash Khan, Qudrat Shah, Rehmat Ali, Abdul Quddus, Fiaz Quddus, Abbas Esmail, Shabana Bi, Shahid Afzal, Nazniya Rehman,Mushtaq Alam,Mohammed Akram, Karam Dad, Mohammed Ashraf, Mohammed Fauz,Mehvish Ahmed, Nagina Iqbal, Rehana Chunara,Zulfiqar Ali, Zulfiqar Hussain &Imran Khan.

Apologies:, Dr. Akbar, Shahid Afzal, Abdul Quddus, Fiaz Quddus, Shuaib Khan, Rose Mitchell, Shaifahna Hussain, Mohammed Hafiz, Abbas Esmail &Mohammed Shaid.

Item 1:

PPG MEETING START 6.45pm SHARP!

Turn out of the meeting was good,

Imran Khan (patient engagement lead) &Dr A.A Khan presented at the meeting.

Item 2:

Working With Other Organizations

- Following from previous PPG Mr Imran Khan the patient engagement lead for the Lister Surgery, City Medical & the Family Practice, presented an overview of some of the organisations we work with across our 3 Practices. The first organisation IK presented on was Sharing Voices, IK went on to mention Sharing Voices is a registered charity and a mental health community development organisation that help our patients overcome mental health issues, language barriers and aid's patients to get involved with the community events. IK gave examples of some families that have been referred to this charity and the positive outcomes it has entails for these individuals, JK (Lister patient) mentioned he is aware of the type of work this charity provides and went on to mention it also help's Eastern Europeans who may have language barriers
- The practices also work with BEEP (Bradford Encouraging Exercise in People) The practices have actively been working with BEEP & referring patients who are overweight or leading an inactive lifestyle who are wanting to lose weight to lead a more healthier lifestyle AAK added this scheme is funded by Bradford council and all clinical staff sent regular referrals to the BEEP programme furthermore IK gave examples of some elderly patients that went on this programme patients reported significant weight loss & overall improvement to lifestyle QS (chair) mentioned he also went on this programme and found it

	<p>very beneficial.</p> <ul style="list-style-type: none"> The third example of an organisation the practices work with is the Citizen Advice Bureau we have an in-house adviser called Nusrat Qureshi who helps patients with the following matters Benefits, Debt, Employment, Housing & Tax the advice service is offered across two of our practices due to funding cuts our Lister surgery patients are unable to make use of an in house advisor but alternatively can go directly to the advice bureau. IK (Lister patient) said he was unaware that we provided this service and relevant poster should be present AAK replied it is available to patients who are seeking advice furthermore we will take on the constructive feedback. <p>ACTION 1: IK (PEL Lead) will liaise directly with JK (Co-chair) in order to promote local VCS organisations within our surgeries. The practices will actively promote and help patients engage with these organisations.</p>
<p>Item 3:</p>	<p>System One Online – Demo</p> <ul style="list-style-type: none"> Previously questions were raised on how to use Systm online so following from the actions from previous PPG IK decided to give a live demonstration on how to book appointments and request repeat medication via the online service, the demonstration showed how simple it is to use the online service. AAK mentioned our practices plan to increase patients registered for online service by 80% in the next 12 months, relevant poster are currently in place promoting Systm online and the benefits of patients taking ownership of their medication ordering etc. <p>ACTION 2 :the practices will continue promoting and educating patients on benefits of online services, one to one sessions will be available every Wednesdays with IK (patient engagement lead) to show patients how to utilise these services IK will also run monthly reports on how many patients we register a month for online services. He will report to the next PPG on uptake.</p>
<p>Item 4:</p>	<p>Impaired Hearing Patients</p> <ul style="list-style-type: none"> Following from previous PPG An overview was given by IK on how we accommodate our impaired hearing patients, all our impaired hearing patients have alerts on their records making all staff aware of their condition, notifications and reminders are sent appropriately, i.e. letters and not phone calls. Patient’s appointments are flexible to receive longer appointment times with clinicians. We also have access to BSL – British Sign Language. JK asked if we accommodate patients who have vision impairments in the same way MA added that the practices have similar alert on records notifying staff of these conditions. <p>ACTION 3: for senior staff MA & SB to run reports across our practices on all impaired patients and make sure relevant alerts are put in place and for those with hearing impairment to have the contact details of the relevant support agencies to assist these patients with their appointments.</p>

Item 6:

AO

- KD (City patient) & IK (Lister patient) both said they have witnessed staff members who have been struggling communicating with patients who find it hard to speak. AAK said he has not witnessed this but will investigate it.
Action 4: make all staff aware of this in our next PLT (practice learning time).
- Patients mentioned that reception staff should say their name when answering the phones so that patients are aware of who they are talking to.
Action 5: to discuss this with staff at the PLT & provide relevant training if needed.
- JK mentioned the local scheme for extended access OOH (out of hours) AAK will discuss more in detail in the next PPG meeting.
Action 5: to discuss this at the next PPG
- AAK was also asked if he had any concerns he mentioned briefly about the exorbitant service charges the Whetley practices are facing
Action 6: to discuss the action plan at the next PPG
- IK handed out feedback forms & NHS choices forms to be filled in following on from the meeting
- It was agreed that the next PPG will be patient lead JK & QS will lead the meeting, awaiting agenda.
- **The next PPG meeting was announced for Thursday 27th July 2017 from 6.45pm-7.45pm @ Whetley Medical Centre. All members invited to attend.**

Date of Next Meeting: 27/07/17