

**Patient Participation Group Meeting**  
**Minutes of Meeting**  
**Date: 28<sup>th</sup> July 2016 Time: 6.45pm**  
**Venue: Whetley Medical Centre**

**Chair Person: Dr A Khan**

**Minutes taken by: Mohammed Shaid**

**Attendees: Afzal Fatima, Councilor Riaz Ahmed, Stefan Fedak, Mohammed Ajeeb, Mushtaq Hussain, Zulfakar Hussain, Rehmat Ali, Dr A A Khan, Mohammed Shaid, Haleema Iqbal & Sabah Fayyaz**

**Apologies from: Qudrat Shah & Javed Khan**

### ***Introduction***

Dr AK chaired the meeting

***Previous PPG Minutes of last meeting were circulated to the group. The group approved these minutes and this was an accurate account of what was discussed.***

### ***1. Feedback CQC visit – Family Practice***

Dr Khan provided feedback to the group with regards to a recent CQC inspection at the practice. A report will be made available on the practice website and copies will be made available for review for our patients. Timescale for this would be approximately 4 to 6 six weeks. Dr Khan advised the group the inspection went well.

### ***2. Telephone system update***

Due to the phone issues that our patients are experiencing at City Medical Practice & the Family Practice, the practice is liaising with Core Telecom to update and replace our phone system. The Planned time frame for completion of this vital work is scheduled to completed end of August/September 2016. This work also depends on our landlords granting full access to the communications room who we are closely liaising with.

### ***3. On-line services- ordering prescription & booking appointments***

Dr Khan & Mohammed went through the process and demonstrated the benefits of this technology and also Showed how easy it was to order prescriptions and book appointments for the next day and up to 4 weeks in advance. The link is available on our all our practice websites as well as our appointment reminder cards. The members of the group were also provided with a simple handout on how to set this service up.

### ***4. Yoga Classes update***

Following on from our very successful healthy living event in April 2016, members of the group requested we look at providing yoga classes for our patients male & female. We hope to introduce this service from September 2016, based at Whetley Medical Centre. This will be initially for our female patients; however we aim to roll this out for our male patients too. The group were very supportive and felt the practice was responsive to their needs. Details will be on the website in due course. Further information for the class is also available at <http://www.yogabradford.co.uk/>

### ***5. Future meetings***

***27/10/2016 & 26/01/2017***

***AOB – Feedback on the Yoga Class: Will be provided at the next meeting.***