

PPG MEETING

Wednesday 16th January 2019

Present: BC, CB, AH, BT, SA (Patients), DH (Self-Care Champion), PK, Natasha Khatoon (Prescription Administrator), Sobia Ambreen (Office Manager), Farzana Najeeb (Senior Receptionist)

Minutes of the last meeting

Approved by PPG members

Self-Care Champion

DH introduced himself and his role within PCH 5 community. He is based at Thornbury Centre and is working to change the self-care agenda. He has been supporting health champions with arranging funding for the gardening project and has secured a funding of £800. PPG need to allocate a key person to manage the finances and also arrange for a back account to be set up with 2 named members. There was some confusion regarding the project as certain PPG members were under the assumption that the garden project was a health champion's project and not for all PPG members. Other PPG members do not mind supporting health champions in the gardening project but do have other commitments. Members were asked to think about what they want in the garden and will be having a look at the potential site for the raised beds. DH says the garden could benefit people with long term health conditions such as COPD, asthma etc. It will also be an educating process for children as they will learn how to grow fruit and vegetables also understand where they come from. A group of kids could possibly go around to the garden whilst parents have appointments - staff unsure if this was going to work as there will have to be advanced DBS checks so this may not be a good idea.

PK is promoting healthy lifestyle through walks, she has a group of people meeting at Thornbury Centre and walking to Bradford Moor Park or Myra Shay. BT is already involved in walking.

Appointment cards were shown by DH, he is hoping to educate patients on how to use the appointment time effectively so GPs can focus on the most important issues. This has been

piloted in a practice in Bradford last year and 10% of GP time was saved using these cards. PPG members were not happy with the idea as they found it easier to speak to a GP regarding their problem as opposed to writing the problem down on a card for the GP. DH felt that the cards excluded non English speaker and patient with a language barrier could not use these cards.

MacMillan Outreach/ Coffee Morning

Hazel (cancer information and support specialist) will be coming to the practice for an outreach morning on Wednesday 13th February 2019 at 9.30am. The Health Champions will be having a coffee morning during the walk-in clinic to raise money for MacMillan Cancer Support. MacMillan team will spend the morning speaking to patients and raising awareness of the services they provide for patients and families.

Access

There is more access to book appointments via SystmOnline for all clinicians, rotas have been added for the next 6 months. Patients can book appointments for Dr MA, Dr IZ, Dr SB, Dr AH and SA. The practice is giving freedom to patients to use the system accordingly.

- **PPG Involvement**

NK asked if PPG members would be happy to come into the surgery on walk-in clinic days to help the practice promote SystmOnline, SMS service and Evergreen Life Application.

NK will be arranging packs including booklets of information about:

- Getting started with GP online services
- Protecting your GP online records
- Giving another person access to you GP online services
- Online services registration form
- SMS consent forms

Dates proposed were **Wednesday 30th January 2019** and **Wednesday 27th February 2019**. PPG members agreed to support the practice and will attend on the above walk-in clinics to distribute leaflets.

- **PPG Patient Survey**

There has been no further discussion regarding the annual PPG patient survey, PPG members are happy will this to go ahead and will give it more thought.

ACTION: NK will get together with PPG members on 27th Feb 2019 to discuss ideas. NK volunteered to type up survey on to word document once a draft was ready by PPG members.

National GP Patient Survey 2019

The national surveys have started and will be sent out to patients from January 2019 until March 2019. Posters encouraging patients to complete the surveys have been put out in the waiting area. These posters are available in other languages. FN informed PPG members that

there were some areas in which the practice performed exceptionally and TMC was one of the top 3 practices within Bradford City CCG with a high response rate and a gentleman from CCG came to the practice and had a meeting with SA and NK to discuss strategies of how other practices could encourage their patients to respond to the surveys. The practice is actively promoting the national patient surveys via SMS, posters and roll board screen in waiting area and seasonal newsletters. The practice is hoping to meet the national average this year.

Patient Network Meetings 2019

The patient network annual calendar 2019 was given to PPG members. It is a good opportunity to collaborate with other PPG members and share good practice.

Care Navigation

The practice is actively using care navigation to direct patients to the most appropriate service to meet their needs. All receptionists at TMC have had training to become care navigators and are giving patients a choice to the most appropriate service that could meet their needs. The practice is in the process of recording a message by one of the GP Partners for the telephone system.

Breast Screening

The breast screening talk has been re-scheduled on Thursday 21st February 2019 at 2pm. All members welcome to attend.

Any Other Business

- **Health Champion Update** - no further up date
- **Blankets** - two blankets knitted by Health Champions team have been given to TMC patients at Elmhurst Nursing Home.
- **Extend Exercise** - seated exercise classes have been running at the practice for over 12 months. There has not been an increase in numbers of regular people attending therefore BC feels she may discontinue after the last class booked in March 2019.

Next PPG Meeting: Wednesday 10th April 2019 at 1.30pm