

PPG MEETING

Wednesday 15th January 2020

Present: RF, BT, AH (Patients), Natasha Khatoon (Reception Team Leader), Sobia Ambreen (Assistant Practice Manager)

Apologies: SM (Patient)

Minutes of the last meeting

Approved by PPG members

National GP Patient Survey 2020

GP Patient survey 2020 has started at the beginning of January and will run until end of March 2020. Last year Thornbury Medical Centre achieved 25% completion rate and was the 3rd highest practice, this year the practice is very keen to achieve the national average. Both, NK and SA have had a meeting with an engagement officer from CCG, to discuss and share strategies used by the practice, these ideas will be shared amongst other GP surgeries as an example of good practice. Health champions have been kindly asked to support the practice and encourage patients to reply to GP patient surveys during walk-in clinics, enabling practices with essential feedback. Posters have been printed in different languages i.e. English, Urdu, Polish, Czech to capture non English speakers too.

New staff - 2 new ACP/ PCN Pharmacist/ Pharmacist training ACP

2 Advanced Clinical Practitioners have joined Thornbury Medical Centre.

The practice has a PCN pharmacist attending the surgery. Dr Zahir is mentoring a pharmacist in training to progress to an Advanced Practitioner role. The practice is enthusiastic in supporting development of students in training. The practice nurses are also mentoring a first year nursing student. Patients consent will be obtained at the start of a consultation.

FLU Season

The Flu season will finish at the end of February 2020. The practice has had a very good response from all patients. Thornbury Medical Centre is the 7th highest practice in Bradford City CCG.

"Freedom to Speak Guardian"

A new role for "freedom to speak guardian" has become available due to previous member of PPG leaving the practice. The role of a freedom to speak guardian is explained to all PPG members. RF is happy to step up to this role, all PPG members present during the meeting were in agreement.

Care Navigation update

Further services have been added to care navigation template. The reception team will continue to signpost patients to alternate services that are available and that can be accessed through self-referral.

PPG Survey

Results have been collated from 30 PPG surveys. Overall the results received are very good and majority of the patients do feel that the practice has made changes to which are demonstrated when they try to contact the practice and use the services that the practice offers. Patients are satisfied with the improved services offered by Thornbury Medical Centre. There will be changes to the format of the PPG survey when it is next rolled out - this will help to ensure it is more user friendly format so it easier to complete. Patients are also becoming aware of other services available, i.e. appts after 4.30, online services etc.

Any Other Business

- Health Champion Update - No contact from David, AH will try to contact David/ Imran regarding the shed. Health Champions are arranging a MacMillan Coffee Morning on one of the walk-in clinics - the date has not yet been confirmed. Health Champions continue to encourage new members to join their group, notices will be put up asking new members to join.
 1. Updated annual report 2020 - Health Champions were asked to complete an annual report of their achievements and what their plans are to do for next year.
 2. Room update - Health Champions no longer have access to the community room, however they are able to use a store room for putting their belongings and all other Health Champions related things in.

Next PPG Meeting: Wednesday 8th April 2020 at 1.00pm