New Otley RoadMedical Practice



**Thursday 14th July 2022**

**Present** – Dr Usman Akbar (Lead GP), Mohammed Shaid (PM), Yasmin Khan (APM), Vikki Hunt, Patient Engagement Lead. Alexandra Hovarth (Horvath Integration)

**Patients**: patients – see signing in sheet, approximately 8 patients attended today.

**Apologies:-**

**Welcome**

**VH opened the meeting and welcomed and**

**New Assistant Practice Manager introduction**

MS introduced YK, the new APM. Yasmin told the meeting a little bit about herself and her previous work history.

**Interpreter Services**

Alexandra Hovarth from Horvath Integration told us a little bit about the services that her business offers.

**Merger Update**

MS told the meeting that the merge between New Otley Road site and The Family Practice site had finally gone ahead and all without any major issues. Staff will be split between the sites. Policies for each site will be mirrored. MS explained how the appointment system will work across the sites. VH asked the meeting for suggestions for the PPG meetings – were staff wanting one at each site or should they be merged. General feeling was that we could divide time over both sites and have every other meeting at alternative sites.

**Cross working with Family Practice – New Site**

Patients should ideally be booked in at the site that they registered at. But patients could be expected to be offered appointments at either site if an emergency.

**Telephone System Issues**

MS and YK confirmed ongoing issues with the telephone system. There are meetings arranged with our provider and discussion regarding the future contract.

**The Future**

MS and YK very positive about the future of the business, YK has some very interesting and optimistic ideas about bringing the practice back into shape following the departure of previous office manager and the aftereffects of the pandemic. YK is keen to move forward with plans for new admin staff.

**AOB**

**Meeting concluded at 18:30pm**

**Our next meeting is due to take place in December 2022**