**29 August 2019**

Patient Participation Group

**Meeting held at Hillside Bridge**

**Thursday 29th August 2019**

**Attended** -:

Dr Usman Akbar – GP, Mohammed Shaid - Practice Manager, Vikki Hunt –Patient Engagement Lead, Sarah Toothill – Admin, Shaifahna Hussain - Nurse

8 Patients attended including our Patient Champion.

Julie and Srdjan from Clinical Research Network introduced themselves and told the meeting about the important dementia research programme that could be of interest to patients. They left information for patients unable to attend today’s meeting.

**Welcome and housekeeping**

The meeting was opened at 5.30pm by Vikki Hunt who thanked everyone for coming.

**New Clinical staff**

MS and VH told the meeting about the new clinical staff that the practice has recently employed. MS is delighted that we are able to offer more clinical services to patients. There are more female clinicians available now and also another Pharmacy Prescriber who can see patients for various things including medication reviews. Saturday, extended access is still ongoing.

**GPOS Survey**

MS and UA informed the meeting about the recent results from the practice GPOS survey. MS and UA read out parts of the survey along with the results. A copy of this survey was handed out to patients. A complete copy of these results can be found on the website. MS is very happy with the way things are going within the practice but acknowledges we have still some way to go to turn the practice around. MS reminded the meeting that any patients who were struggling to fill in their surveys could come speak to any member of the team.

**Ongoing Merge**

MS and UA told the meeting that they had sent their application to the Bradford CCG again to request the merge. There was still some way to go with a complete merge and that we have still to merge the two sites completely. At the moment both sites are operative and patients are able to use both sites for appointments etc.

**Appointments**

MS confirmed that there are now many more appointments available to patients. We have more clinical staff and more online appointments are being added all the time. The practice is pushing online services and currently we have 29% of our patients with online access.

A member of the patients asked about alternatives to booking appointments as they said themselves, they were unable to use online services. MS advised that patients can still call at 8am and book appointments on the day. MS and VH stressed that any patients who are struggling with calling in the morning or using online services should speak to member of the team who would look into ways to help. VH acknowledged that some elderly patients struggled with using online services and that that is definitely something that is taken into consideration. The practices do not want to alienate the elder generation and will help where possible with appointments. MS and UA confirmed that there are online appointments with all the GP’s and the ANP’s.

**Phone Lines**

MS agreed that the phone lines are not perfect yet and with various technical issues and staff issues we haven’t always got it right. The practice has invested heavily in a new phone system and also in training new staff. MS said that we would be going onto one number very soon so the practice would be pushing the Hillside number to all patients now.

**Push Doctor**

This is a new way of ‘seeing’ a GP. A patient can be offered a Push Doctor appointment if they agree to download an app on their device. They can then arrange an appointment with GP service across the country and actually have a consultation over their device. Both participants have a camera and you will talk face to face with a GP. ST explained how this would work.

**Feedback**

There was some discussion from patients about recent experiences. One patient asked about extended access and how it worked. MS confirmed that at a future meeting he would show patients how Remote Booking worked.

A discussion about customer service training followed after a member of the patients asked if staff had training. MS advised that yes, staff do get trained and explained the training programme. MS also told the meeting that staff would get to listen to recorded calls as part of the training process.

*Next meeting will be held at Hillside Bridge on Thursday 19th December 2019*