

Patient Participation Group Meeting Tuesday 24th February 2015

Attended: [REDACTED]
[REDACTED]
[REDACTED]

PL, Apologies: [REDACTED],

The meeting was opened by [REDACTED] Practice Manager who thanked everyone for attending today, and introduced [REDACTED] who is a Health Plus advisor and works for the charity CHAS. CHAS @ St Vincent's is a community project of St Vincent de Paul Society (England and Wales). CHAS has been operating in the Bradford and district since May 1965.

CHAS is based at Rees Way off Otley Road and is open Mon- Sat 9am – 4pm and there is a stock of new and refurbished items of furniture, kitchen ware, beds etc. All electrical items have been checked and certified as safe. These are on sale at reduced cost. Advisors are also available and anyone can drop in with no appointment needed. CHAS advisors are available at Barkerend Health Centre for anyone who is registered with any of the GP practices within the health centre. Advice is available for anyone who needs help with benefits, appeals, housing issues, mental health issues and grants. There are appointments available on Mondays, Wednesdays and Fridays which can be booked at the health centre community desk. They can also signpost to other services which may be more appropriate. CHAS is available to all members of society and can come from any district. There is also an Advisor from CAB available at Barkerend Health Centre on Friday mornings. The appointment booking system may change in the near future and may be bookable through the remote booking system at the GP surgeries, as the Avicenna Practice is moving into the community reception area, the booking system may change. [REDACTED] also informed the meeting that there are advisors who go in to the Karmand centre which is also in the local community. [REDACTED] The Practice Managers felt that it would be helpful for the GPs and others who attend the MDT meetings to be aware of the many services that are offered by the Health Plus Advisors and invited [REDACTED] to the MDT meeting which is to be held at the Primrose Surgery, Hillside Bridge Health Centre and Tuesday 5th May was booked.

PATIENT ENGAGEMENT

The practices now have an established patient engagement lead who liaises with patients and outside agencies. Training development for these roles is ongoing and this service is proving to be beneficial in a number of ways. The PPG group agreed it was good to have a named lead in this position for point of reference if they need to discuss anything in between meetings.

BUILDING RENOVATIONS

Barkerend Health Centre is being refurbished through Jan- April 2015 so some disruption to services and rooms may occur. The PPG group all agreed the building was long overdue a

makeover and ideally should be knocked down and a new one built. Notices will be put up around the building apologising for any inconvenience this work may cause. All the three practices within the building will work together to ensure as little disruption as possible to patients.

DID NOT ATTENDS

DNA's were discussed again both Practices have now an established DNA system and protocol which is in place and it is proving to work well. Patients are now more aware of the impact DNA's have on appointments. The PPG discussed the improvements and how each system works everyone agreed it was a good area to address this problem and implement change and we will continue to look to improve more in the coming year.

ON LINE SERVICES

The group discussed online services and the Practice Websites, patients can now register for this service and it is being advertised on reception and around the building, on notice boards, in the practice leaflet and news letter and on the call boards. Staff are all aware to inform patients at every opportunity to register for this service. Patients can book and cancel appointments online and also order prescriptions and get summaries. The whole group agreed this is moving forward with the times and will help reduce the phone calls to the surgery's. It will also benefit patients who find it difficult to telephone the surgeries due to other commitments and prefer to use the computer.

Next meeting to be arranged and date sent to the group