



**Barkerend Health Centre, Barkerend Road, Bradford, BD3 8QH**

**Thursday 29<sup>th</sup> March 2018 – 5.30pm**

**Attended** – Dr Akbar, Lead Clinician; Mohammed Shaid, Business Manager and Practice Manager; Vikki Hunt, Patient Engagement Lead; Shaifhana Hussain, Lead Nurse; Samee Ahmed, Haleema Akbar, Haris Shaid.  
MAL, FA, MI, AL, TB, MA (Dr Akbar's patients)

**Apologies** – From Bushra Malik and Sabbah Fayyaz

### **Welcome to everyone**

The meeting was opened at 5.30pm by (VH) who thanked all attendees for coming. Housekeeping covered.

### **Thanks to PPG members**

Vikki expressed her thanks to all attendees for their commitment and attendance this last 12 months. A discussion followed about how the patients felt that the practice had responded to suggestions. The general consensus was that on the whole all the changes made within the last 9 months had made a significant positive difference.

MS, UA, SH, HS joined the meeting at 5.50pm

### **Practice Name Change**

MS advised that patients and staff had until the next PPG meeting to come up with their ideas for the practice name change. Most patients agreed that a locally known name would be appropriate, like the other practices have done – Moor Park Surgery and Bradford Moor for example. One patient suggested looking at Warley Barracks as it has historical meaning locally. VH asked for this suggestion to be put in writing with patient name on. VH suggested advertising the chance for patients to have their say. VH to discuss with MS after meeting.

VH also suggested that local schools or maybe younger patients could get involved with any new logo for the practice. The meeting agreed that this would be nice for children to feel involved.

### **Car park renovations**

These are well underway and so far with minimum disruption. Notices have been placed across the Surgeries.

### **Practice & Patient feedback**

The meeting had the chance to discuss the way that patients expect to be treated and scenarios discussed. TB had come up with a scenario that she put to the practice staff to see how this would be dealt with this. The staff responded accurately and advised that any emergencies would be dealt with safely and timely. Both clinicians and patients were happy with the response. A discussion followed about how the training was going with new staff and that there was consistent and constant training with all staff. Ongoing training is offered to all staff at every level.

A question from a patient regarding the patient callboard – asking if this could be done as priority. MS confirmed that it is in fact a priority job; we are just waiting for it to be implemented. It will be a new electronic system where patients will be able to book themselves in and GP surgery.

Another patient asked about the practice having a contact e-mail address as most businesses do. MS confirmed that there is a 'contact us' tab on the website which sends an email to the surgery, which is accessed daily. MS will look into this to double check he is the linked address.

A patient asked for more professional looking appointment cards. The practice currently uses its own office made appointment slips which patients feel are rather flimsy. MS can look into this, but may wait until the practice has been re-named and gets its re-branding.

The meeting closed at 7.00pm

Dr Akbar's team thanked everyone for coming.

*Our next meeting will be held in May 2018 – details to follow*