



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

Thursday 4 October 2018 5.30pm

Attended –; Mohammed Shaid, Business Manager and Practice Manager; Vikki Hunt, Patient Engagement Lead; Shaifhana Hussain, Lead Nurse; Sabah Fayyaz, Admin

Patients: RK, BB, AL, YH, YI

Apologies – Dr Akbar

Welcome to everyone

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

Feedback from CQC visit

MS advised the meeting that the CQC visit in June was very positive. The practice is doing very well in many areas and there were some notable changes that were advised and these have already been dealt with. VH thanked AL for giving up her time to talk to the inspectors on the day. MS seconded this and agreed that AL had been very helpful.

GPOS Survey

MS advised the meeting that the results were very disappointing. It doesn't show a true reflection of the positive changes that have been made to the practice within the last 12 months. However, we as practice are striving to complete all outstanding work required to achieve a good overall result. The patient's confirmed the positive changes thus far.

New Practice Name

Patients still haven't come up with a new name – VH advised again how all patients could be involved with this and encouraged patients to talk to family members etc.

Care Navigation

MS told the meeting about the new Care Navigation system that would be put into place at the practice from October. A discussion followed on how to best promote this new system and how it would affect patients. VH will make sure that a newsletter is published to advertise this and MS and VH discussed putting a note on the counterfoils of prescriptions and sending out text messages.

From Monday 3 December 2018 all practices will start using a new process for managing and booking your GP appointments. It is to offer you, as the patient, a choice.

The receptionist will ask you for a brief outline of how they can help you. This is called Care Navigation. Your receptionist has had specialist training so that are able to help direct you to the most appropriate clinician or service. This means that an alternative to a GP appointment may be offered. Using the Care Navigation tool your receptionist will ask you questions which will direct them to appropriate services for your current condition. Your receptionist will never refuse you a GP appointment, and they will not offer you clinical advice.

This is a new way of working that will be used nationwide. It should help free up GP time to help patients with more serious or complex care problems. The most important thing is that you, as a patient, are seen by the most appropriate service for you at that time. *Please remember - anything you discuss with the receptionist will be kept confidential.*

It is all new to us too – so please be patient with us! If you have any questions, please speak to any member of staff.

Extended Access

A discussion followed about the new services offered to the city practices. Extended access means that patients will be able to pre- book out of hours appointments with GP's 6.30pm to 9.30pm. For patients who work or are unable to come into surgery during the normal opening hours we may now be able to offer you an appointment between 6.30pm and 9.30pm at an alternative health centre. Some of the health centres included in this access are:

- Picton Medical, BD8, • Shipley Medical, BD18; and • The Ridge BD7.

If you need to see a GP, have a blood test, a smear test or even see physiotherapist then please speak to your receptionist about these extended access appointments. There is more information about this service on our website

AOB

The meeting discussed the option for having a better way to communicate with each other – possibly a Whatsapp group. VH happy to go forward with this but will need to do a consent form for patients following the new GDPR rules.

The meeting discussed when to have the next few meetings and the following dates were agreed:

Thursday 10th January 2019 at 5.30pm

Thursday 11th April 2019 at 5.30pm

Thursday 11th July 2019 at 5.30pm

The meeting closed at 7pm. Dr Akbar's team thanked everyone for coming.

Our next meeting will be held on Thursday 10th January 2019 at 5.30pm.