



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

Thursday 22nd February 2018 – 5.30pm

Attended – Dr Akbar, Lead Clinician; Mohammed Shaid, Business Manager and Practice Manager; Vikki Hunt, Patient Engagement Lead; Shaifhana Hussain, Lead Nurse; Tracey Knapper, Patient Support Advisor

JB, MA, MY, MA, YH, AL, AJH. (Dr Akbar's patients)

Apologies - none

Welcome to everyone

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

DWP (Patient Advisory Service)

VH introduced TK as the practice's patient advisor/work counsellor, working on behalf of the DWP. TK explained to the group about her in house role and how she could assist the patients with invaluable support. Examples she gave were, if a patient wants to get back into work after long period she would assist with re-training options, assisting with benefits advice, coaching, help with CV's and lots more. TK confirmed that although still relatively new to our area there is a successful advisory service already up and running in the north east. We have had a few patients already attended the Wednesday morning clinics and feedback from the patients was extremely positive and reassuring.

General Data Protection Regulation

MS explained to the meeting about a new legislation. The EU's General Data Protection Regulation (GDPR) will apply from 25 May 2018, when it supersedes the UK Data Protection Act 1998. Significant and wide-reaching in scope, the new law brings a 21st century approach to data protection. It expands the rights of individuals to control how their personal information is collected and processed and places a range of new obligations on organisations to be more accountable for data protection. Paramount is patient informed consent to all data that is held about them. An example of this new legislation would be that all patients will need to have full written consent to allow prescriptions to be collected on their behalf by another person. MS advised that this is a national legislation that will involve the entire United Kingdom, not just the NHS. The practice has already started implement this important work. The practice has

devised a new form and these will be provided upon request. Staff in surgery will take this consent and add to patient record which then allows data to be shared between their consent representatives. Confidentiality and consent remains paramount to the practice.

Car park renovations

MS advised the meeting that both car parks attached to Barkerend Health Centre would shortly undergo an overdue renovation. The patient car park will eventually be fenced off and have gates that will be closed when the health centre is closed. Work on the car parks are scheduled for end of March 2018 and notices to the public have already been put on display.

This will cause disruption whilst the work is being carried out. MS assured the meeting that it has been agreed that the work will be done in parts so that there is always some parking spaces available. This work will take around 9 weeks and will be a major benefit all patients when completed. MS will arrange for posters to be put up in the practice to advise of this and suggested that patients try to use alternative forms of transport instead of cars where possible to attend the surgery for their respective appointments.

GP Patient Survey (GPOS)

MS discussed that's GPOS is an independent survey on behalf of NHS England. The survey is sent out to gain insight of how people feel about their GP practice. MS advised the meeting that these surveys will be going out to patients for 2018. MS discussed 2017 results and what had taken place to resolve issues that were present. Members of the PPG discussed issues that they felt were important and what needed to be improved. An example of the survey was passed around the meeting for people to see. Most patients commented on the length of the questionnaire and possible difficulties for patients who's first language was not English. It was suggested if any patients had difficulty in completion of this survey due to language, disabilities could contact Vikki PPG lead who would assist.

National & Local Data Statistics

UA, MS and SH all confirmed that the practice has worked extremely hard to meet its targets over the last 6 months. It has taken views of all its patients and provided additional service such as extended access on a Saturday, DWP support worker, Fast track minor surgery most importantly a new phone system. Members agreed and commented on the positive impact of the above changes and were all in agreement of how better getting through to the surgery was with this new phone system. MS advised the surgery staff and a recent training event help by NHS England, Bradford team. Many items were discussed and important of vaccinations and screening programmes. Practice data was given and showed that Vaccinations, in particular, Flu vaccinations uptake has been extremely high at the practice compared with national and neighbouring practices. In addition, across the board the vaccinations had been extremely high, meeting and exceeding national average. The practice had also shown to be achieving above national target for cervical smears which was very positive as recent data shows a

national decline. The practice has been commended on being the highest achieving practice for diabetes 9 care processes in Bradford City.

Practice Staff update

VH has included this on the agenda as she feels following previous feedback it is very important to keep members of the PPG up to date with changes within their practice. VH advised that a new member of staff would be joining the team on 5th March 2018. HA is our latest female apprentice and is looking to gain experience of working and learning lots of new things. A question came from a member of the PPG who expressed concern about the age of some of the staff in the practice. A discussion followed, UA very keen to have feedback on this. TB queried the lack of experience and empathy in the staff. MS assured her that new staff are monitored and trained very closely and that there is **always** a senior member of staff on duty for advice and guidance. TB had a personal grievance with a member that MS was aware of. MS advised that the member of staff in question was now no longer part of the team at Dr Akbar's. MS and UA jointly informed the meeting that they take these comments very seriously and that any member of staff found to be acting in an obstructive or inappropriate manner would face disciplinary action. VH advised the meeting that the previous suggestion of having staff photos and names up on the noticeboard was in discussion. However, a compromise was made in the shape of new identity badges that staff have been asked to wear in work at all times. The members were very happy with this compromise. VH will also arrange for the practice newsletter to start again. This will include staff changes and other relevant information.

AOB

New name for practice - UA and MS have initiated the opportunity to all patients at the practice to come up with a new name for the surgery. There will be an M&S gift voucher awarded to the chosen name. Reception staff have also been given the same opportunity to come up with suggestions.

End of year meeting

The practice will hold an extra PPG meeting for the end of the financial year. This will be held on Thursday 29 March 2018. PPG suggested that we get the rest of Dr Akbar's team to attend so that the members can speak to other staff for shared learning. MS suggested this is a fantastic idea and welcome the initiative. The PPG members would come up with a short agenda and will lead the session. This will be highly beneficial, as staff could hear what our patients think and we could improve our services for the benefit the wider patient groups. In addition to this the patients can also hear feedback from the reception team.

The meeting closed at 7.00pm

Dr Akbar's team thanked everyone for coming.

Our next meeting will be held on Thursday 29th March 2018.