



Dr Akbar's Hillside Bridge Surgery, 4 Butler Street BD3 0BS

Thursday 30th May 2019

Attended -:

Dr Akbar's team: Dr Akbar, GP lead, Mohammed Shaid, Business Manager and Practice Manager, Vikki Hunt, Patient Engagement Lead; Haleema Akbar, Receptionist

Patients: 5 patients from Dr Akbar's surgery attended
This included AL (PPG Chair) RK (PPG Champion) JC, MY, AYL

Welcome and housekeeping

The meeting was opened at 5.00pm by VH.
VH thanked everyone for coming. UA then started the meeting.

Update on the clinical SystmOne merger – what it means for patients.

UA & MS advised the PPG and patients that we have successfully transitioned at hillside and have had positive feedback from staff and patients alike in regards to access more appointments to clinicians. UA MS also advised they have a confirmed date for the system merges which will be on the 25th June 2019. This will mean that on the day no nursing appointments will be available due to IT restrictions however GP appointment will only be available in the AM. There will be provisions for emergencies.

Future Surgery move plans

A consultation period is now up for review for the physical merge as the aim is to merge the two sites as smoothly as possible. It is noted that are parties concerned require sufficient notice period and also strict regulations and process take time. UA and MS informed the meeting that they are having regular meetings with Bradford CCG. MS told the meeting that once the local and the European elections were over the process would commence.

MS confirmed that there is no known date for the closure of the surgery at Barkerend. Business as usual at the Barkerend site and this is still up and running for patient to use and access.

Phase 1 of the merge will be the clinical system. UA and MS expect the two clinical systems will merge on the 25th and the 26th June. There will be unavoidable disruption to patients as the practice will not be able to process prescriptions over this period. Patients will not be able to use the online services either. Patients will be kept informed about this and advised on what to do about ordering medication.

AOB

MS and UA told the meeting that there was a lot of opportunity to develop extended access at Hillside Bridge under the Primary Care Network. This will include GP clinics, physiotherapy and extended access clinics. MS confirmed the practice would start extra clinics such as smoking cessation and there will also be mental health counsellors available for patients at Hillside Bridge. MS also wants to be able to offer patient's classes such as yoga. MS reminded the meeting that we do have a DWP advisor that comes in once a week. All patients can use this service.

We have recently procured the services of a Diabetic and weight loss consultant. The Nurse Lead will review and select a number of patients to participate in a 6 week health and weight loss programme.

JC told the meeting that he was very happy with level of service provided by Dr Akbar's team so far. The phone lines and the appointment system seem to be working fine. JC did suggest however that reception staff keep patients up to date when appointments are running behind. MS agreed and this will be passed on to the team.

MS and UA told the meeting that they have reviewed and consulted with the staff and have agreed to take on the new name for the surgery: New Otley Road Medical Practice.

AL suggested we look at possibility of finding a local taxi company that could maybe help with reduced rates for our patients to travel. Bus routes were discussed with patient also.

HA will do short video tutorial on how to use online services.

The meeting closed at 6.15pm. MS thanked everyone for coming. VH advised the meeting to check on the website for future meetings.

Our next meeting will be held on Thursday 29th August 2019 at 5.00pm