



**Meeting between Hillside Bridge Surgery, 4 Butler Street BD3 0BS**

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**Dr Akbar's Surgery Barkerend Health Centre BD3 8QH**

**Thursday 17<sup>th</sup> January 2019**

**Attended -:**

**Debbie Oxley, Bradford CCG**

From Hillside Bridge Medical: Naeem Iqbal, Sarah Toothill, Admin

From Dr Akbar's Surgery:

Dr Akbar, GP lead, Mohammed Shaid, Business Manager and Practice Manager, Vikki Hunt, Patient Engagement Lead; Shaifhana Hussain, Nurse Manager.

Patients: 4 patients from Hillside Bridge Medical Practice attended  
A PPG representative from Dr Akbar's Surgery.

### **Welcome & Housekeeping**

The meeting was opened at 5.30pm by Naeem Iqbal who thanked everyone for coming and then handed over to Dr Akbar's Team.

Dr Akbar thanked everyone for attending and went on to tell the meeting a little bit about himself and his current practice at Barkerend. He advised the audience why he decided to bid for Hillside Bridge Surgery (HSB) and after careful consideration successfully secured HSB. Dr Akbar confirmed that his PPG members were in favour of the move to HSB as it offered better parking, location and access. Dr Akbar handed over to MS. MS then went on to tell the meeting a little bit about himself. MS described his work ethics and stressed the importance of working together to build a good surgery. He then introduced SH. SH told the meeting a little of her history and why she had become a nurse. SH told the meeting that Dr Akbar's had been a challenge in the beginning but the turnaround into the successful practice it is today was done by pure hard work and determination. SH told the meeting that the team believed that they had the ability to make HSB a success and offer high quality care which had been lacking in the previous management. VH told the meeting that having been at Dr Akbar's surgery before the new management came in and afterwards she could see the vast improvement in patient care and higher standards of care given to out patients.

Dr Akbar's PPG representative confirmed all the testimonies and also that DR Akbar was a highly regarded GP.

### **Concerns**

Dr Akbar and MS opened up to the floor. A few patients were concerned about number of appointments there would be, currently they advised they struggle to make appointments. MS assured the meeting that there would be adequate clinical staff to meet patient needs with plenty of appointments to match, but stressed that he would need patients to be open to new changes to make positive changes. HSB members also expressed their dissatisfaction with current telephone system. MS informed the meeting that he had in fact already made arrangements for a new modern telephone system to be installed. He did advise that there may need to be a new telephone number though. If this is the case, he will make sure that the current management are told immediately so that they can let patients know straight away.

All patients were very keen to see Dr Ken Law stay with the practice. They said that he had been there for a long time and they have built up a trustworthy relationship with him. MS and Dr Akbar said they would take these views into consideration, but ultimately it was up to Dr Law whether he wanted to stay under new management.

### **Stability and Continuity of Care**

MS assured patients that there would be no major disruption to patient service and that both he and Dr Akbar and the rest of the team would plan carefully the transition and minimise any disruption and provide appointments asap as the ppg member have requested. MS advised it could possibly take a period of 6 months for both of the practices begin to merge. DO said that there would be a few months for the whole process to be finalised as there are future consultations required at both practices. MS wants patient feedback and if anyone has any ideas or suggestions for future services or improvements then himself and VH would be happy to speak to patients.

Dr Akbar, MS and team thanked everyone for giving their time to come to today's meeting.

Meeting closed at 6.30pm.

*There will be further patient engagement meetings for Hillside Bridge patients throughout 2019. MS and VH will announce these in due course.*