**Minutes of the Patient Participation Group Meeting**

**Thursday 25 April 2019 at 1:00 pm**

**Patients: Asad Aslam Sabiha Khanum**

**Guests:**

**Chair: Arif Rehman**

**Secretary: Joanne Ward**

**Staff: Julie Sibari Dr. Bavington Helen Beaumont-Waters**

**Apologies: Yasar Khan Julie Kirkpatrick James Kirkpatrick Mohammed Usman**

1. **Welcome and Introductions**

**Arif** welcomed everyone.

**2 Minutes of previous meeting**

The minutes had been sent out previously.

**3 Matters arising**

a. Comments on Phone system report given out at the March meeting

**Joanne** gave out Q & A sheet from Joe Bavington-Allen at the March meeting with regards to the phone system. As Joe couldn’t make the meeting he had created a Q & A sheet for members to look at and ask any questions this time after they had looked at it.

A couple of questions were asked.

In a nutshell, there have been issues with the phone system, this is being dealt with and we should hopefully be up and running ok now. The issues have been that the settings haven’t been right, the system had a virus and the desktop was corrupted so it had to be reinstalled. The setting should be ok now and the system should run smoothly.

Going forward, things will change again though and all staff members will be answering one lot of phones across all sites. Any receptionist can pick up from wherever they are. All staff will be able to see the same information on the computer system. One advantage is that if one site is getting lots of calls and the others not so then other sites can help out. If someone is free they can answer from anywhere. 23 May the Clinical System will merge. Julie would like all staff to move around the surgeries also.

There was some discussion on times in which patients can book appointments. It seems 8:00 am could be an issue. Do patients have to queue outside for 8:00 or be on the phone at exactly 8:00 to get an appointment successfully? Can times be staggered ie. some appointments available at 8:00 – 9:00 then more appointments available 9:00 – 10:00 etc.

Mughal Medical Centre abolished their queueing system due to being geographically unfair.

**Asad** asked if we can do the same for Woodroyd and make some changes for the better to the current system?

**Julie** said that she had heard some patients say that since the merge the surgery has improved, some patients say the service is not as good and some say it’s better. Some say they want it to be like it was before the merge.

**Dr. Bavington** explained that going forward we cannot in reality go back to how it was, this will not happen. In the whole scale of things, in the long run what happens in the future will be to the benefit of the majority of patients although there will still be some patients circumstantially unsatisfied and under those circumstances it may be that those patients feel that a move to another surgery more suits their needs.

Helen said she was really shocked at these negative comments as when patients come to see her they are really happy. Arif agreed that comments are positive when patients have got the appointment, it’s just getting through the door that’s the problem.

Do we have a capacity problem?

With regards to the appointments: it seems that the outcome of most complaints is that patients can’t get an appointment but Tracy gave details as follows:

On Tuesday 16 April 2019 at 9:20 am (since the increased appointments) there were 22 appointments left free to book. By 9 – 10 am nearly every day appointments have been available.

Asad suggested that we re-look at patients having to ring at 8:00 am so that we don’t have this bottle neck first thing and encourage patients to ring later too.

It still is first come first served though and changes occur depending on school holidays, Ramadan etc.

**4 Future shape of the PPG**

a. Meeting dates and times

It was suggested that the time be moved to later in the day to 4:30 pm. This may be more beneficial to other PPG Members. The unfortunate issue is though that Joanne and Tracy cannot be available at this time due to family commitments. Joanne can attend from 5:00 pm and Julie Sibari, Manager of Mughal surgery will attend instead of Tracy.

b. Meeting room

The same room will be used but if there continues to be only three members in attendance then we will look into using the smaller (FOC) room again.

c. Assisting the community in helping them understand the discussions of the PPG

Joanne asked how information was being discussed outside the meeting. Members said they shared the information with family members and people at the Mosque who are patients and friends and associates in the community.

**5** **Practice News – Julie Sibari (Practice Manager based at Mughal Medical Centre)**

a. Tracy Burton’s update

* The feedback from the new appointment rota has been amazing, very positive feedback on the whole.
* The appointment rota will be changing again, as well as the increased sessions we are going to be running an AP on call system dealing with all the emergencies. A partner will be available on site to support them therefore we will have more GP appointments.
* From May the new rota will be in place and therefore more pre-bookable appointments will be available. Of a 15 appointment session, 10 will be on the day, 2 pre-bookable available online the evening before at 6:30 pm and 3 pre-bookable for over the phone and walk in patients.
* DNAs have been on the rise again at Woodroyd.
* We are officially having the system merger on the 22 May 2019. We will have a week of loss of service for SMS and Online Access during the actual merge and will inform patients in due course.
* A CCTV system was installed on the 17 April 2019.
* The phone system got a Ransomware virus. The desktop has had to be wiped and re-built so we have lost all phone recordings. This has been a major set back as this has been a useful tool for staff training. We are looking into a maintenance package to ensure the desktop is checked monthly and updates run as required to prevent this happening again in the future.
* Joint injection clinics have increased from 1 per month to 2-3 per month to meet patient demand.

All members agreed that results are good and it’s not acceptable for patients to be shouting at receptionists now after the training has been set in place and results are good.

b. DNA Results

DNA results for last month was sent to members (see attached) 214 DNAs across all sites. The three strikes rule is still in place. Patients have up to 5 minutes after their appointment after which the next appointment will be called resulting in a DNA (Did Not Attend).

Dr. Bavington advised that once we get MJog set in place this will hopefully make a difference. Patients will be able to cancel a reminded appointment through text simply by replying cancel if the appointment is no longer needed.

c. Helen Beaumont-Waters

Helen is an Advanced Clinical Practitioner and will see patients alongside other ACPs/ANPs (Advanced Nurse Practitioner) and GPs. Helen is a Paramedic and Podiatrist, she has a Masters Degree which Kensington Partnership supported. All the ANPs are highly qualified, from different backgrounds and offer different skills therefore when a Care Navigator asks a patient their symptoms they can signpost to the relevant clinician which may not necessarily be a GP but all ACPs will always be supported by a GP and therefore if a GP is needed within the consultation the ACP can immediately message a GP for any advice or make an appointment for the patient to be seen. Generally the patient is happy to be seen by Helen.

Helen gave all members an interesting leaflet Entitled: ‘Introducing your Advanced Clinical Practitioner’, (see attached).

Asad asked what we are doing as a practice to get this information across to patients. How do we get this across to the community?

Asad suggested Helen creating a small video and this could be shown in the surgeries on the call board screens. Technically this is an easy task but of course there will need to be a proposal to the partners re cost and permissions and a lot of the IT systems are run from the Head Office in Huddersfield so permissions would have to be passed there too. Joanne will look into and send the proposal.

d. Q & A from members

**6 Patient Network Meeting from 10 April 2019**

a. Cancer

Joanne asked if anyone had attended the Patient Network Meeting but none of the Woodroyd members had been able to attend.

The focus: Cancer screening, there were various speakers one of which was Professor Sean Duffy, National Clinical Director for Cancer who talked about:

* Cancer outcomes in Bradford
* What’s happening across Bradford District and Craven and more widely across West Yorkshire and Harrogate
* How PPG members can help GPs to increase cancer screening in Bradford

Details of the meeting attached.

b. Next Patient Network meeting 26 & 27 June ’19, 26th 12:30 – 15:00, 27th 18:00 – 20:00

**7**  **Other Business**

1. Joanne will arrange for Victoria Simmons, Head of Engagement and Experience from the CCG (Clinical Commissioning Group) to attend the next meeting.
2. An Appointment Information leaflet will be sent out in due course to all members to have a look through.

**10** **Date, time and room for next meeting**

Thursday 27 June 2019, 4:30 pm at Woodroyd