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PPG MEETING on Wednesday 10th January 2018

Present: BC, CB, Deirdre Falls (Practice Business Manager), Sobia Ambreen (Office Manager), Natasha Khatoon (Prescription Administrator)

Improve the access

From 2nd Jan 2018 - Donna (HCA) has 2 early clinics on Monday and Friday and Raheela (PN) has 2 late clinics on Wednesday and Thursday to accommodate working patients, students, families with children, vulnerable patients etc.

From 2nd Jan 2018 - Routine GP appointments available to book 2 weeks in advance, online appointments available to book within 4 weeks, nurse appointments can be booked up to 3 months in order to accommodate working patients etc. Shaeab Ali (Advanced Pharmacist Practitioner) will be working all day Monday, Tuesday and Friday and Wednesday morning, more appointments have become available. Dr Asif is mentoring Shaeab should he need any advice.

Female GP/ Clinician appointments have been added for online booking up to 3 months in advance following feedback from Health Champions as these were previously not available.

Fortnightly walk-in clinic were introduced by the practice in Sept 2017, these have improved access for patients and waiting times have reduced considerably in comparison to when they started. DF also mentioned that the on call is available from 8am-6pm and all urgent things are dealt with.

Reviews on NHS choices

The surgery has purchased a tablet that receptionist are using to encourage patients to leave feedback on NHS choices regarding their experience within the practice. Following feedback from receptionist, they are approached by a lot of patients at the reception desk who say good things about the service provided but don't have facility at home to leave a review online, therefore acknowledging this point the surgery has invested into a tablet that can be used within the practice.

Promoting self-care

The practice is currently promoting self-care, notice boards providing information relating to self-care have been put in the waiting area, patients are encouraged to

use pharmacies to seek advice or obtain medication for minor ailments without having to make an appointment with your GP. NK will be putting up a self-care station in the waiting area which will have leaflets on how to treat minor and long term problems at home.

Flu Clinics

Further flu clinics have been put on the system as the practice has 60.7% of risk group patients, this is to ensure that there haven't been patients who have missed previous clinics.

Vulnerable Patients

Explained how Text Relay has now upgraded to Next Generation Time - the surgery will be downloading app on to the tablet, this will be targeted at the vulnerable patients within the surgery. CCG have requested that the practice needs to do more for vulnerable patients providing this service will improve their access.

Deirdre added how GP are now tasking her with names of vulnerable patients and she is assigning a staff member to ring the patient once a week to see how they are getting on or if they have any problems or any concerns. This has already been a success with a patient who would make several calls to the surgery within a week just to express day to day concerns.

Any Other Business

- **Health Champions** - DF mentioned how Jill if someone other than a manager can be assigned to health champion as a representative, UH has been allocated to this role. Coffee mornings are running successfully and Noshi is also available to check BP and offer advice. There are also 5 dedicated members who are knitting squares at the moment, BT suggested blankets were knitted, they could be sent to patient in nursing homes from our practice. CB and BC thought this was a very good idea.
- **Telephone system** - BC says the telephone system is much better now and waiting times are shorter as in comparison to the previous system.
- **Seated exercise classes** - BC will be holding another class on Wednesday 21st Feb 2018 at 10.30am, it will take place in the education room. BC will send information re class to SA and it will be promoted in the practice. CB mentioned how she encouraged another patient to attend other classes so it is a good way to help patients socialise.
- **PLT** - BC to attend PLT on Thursday 18th October 2018 to do a talk on Osteoporosis as she is a member of the Osteoporosis Society.

Next Meeting

The next meeting will be on Wednesday 11th April 2018 at 1pm