

PPG MEETING

Wednesday 4th July 2018

Present: BC, CB, AH, BT, SM, SA (Patients), Sobia Ambreen (Office Manager), Natasha Khatoon (Prescription Administrator), Farzana Najeeb (Senior Receptionist)

Minutes of the last meeting

Approved by PPG members

New HCA

DW has joined the nursing team along with RS and DT as a Health Care Assistant.

Access

Six monthly rotas have been added to the system to accommodate working patients, carers, students etc. to enable them to pre-book future appointments according to their availability and plan ahead. SM finds SystemOnline very useful for booking appointments from home. Online appointments are now available to book for five clinicians.

CB shared view of how the practice had improved significantly in the last year, she has been a patient at this practice for 30 years and at present the practice is at its peak in performance.

Telephone System

PPG members find the current phone system much better with the queue in place. NK discussed how the practice is looking to develop the phone system further with self-care messages i.e. "have you booked your flu jab". Positive feedback was given by members as sometimes information is missed if they don't attend surgery regularly. The only negative point expressed was that patients did not want to wait too long on the phone before speaking to receptionist but explained that the message would only play for the same duration of the waiting time.

National Survey

The National Survey was sent out to patients from January to March 2018. The practice is looking forward to the results that will be published in July 2018.

Family and Friend Test

NK asked PPG members if they would be happy to come in and distribute FFTs to patients in the waiting area and encourage patient feedback. The practice aims to maintain target of 50 FFTs responses per month. Some members were interested in supporting the practice with the FFTs.

***ACTION:** NK to arrange will liaise with members interested to arrange suitable dates and time. Health Champions will also distribute during coffee morning/walk-in.*

PPG Involvement

NK asked if PPG members would be interested in creating a patient survey which will be repeated every 12 months.

***ACTION:** PPG members to think about until the next meeting.*

PPG members were invited to attend quarterly practice and joint reception meetings. The next meeting will be held on Thursday 16th August 2018 at 3pm.

CQC Visit

The results of CQC visit were announced. PPG members were pleased with the results. Posters will be put around the practice.

Care Navigation

NK and FN have attended two Care Navigation Workshops. Care Navigation offers patients with a choice to access the most appropriate service first. The practice aims to implement this model of care to improve access to primary care services for patients and reduce GP pressure. The practice is planning to add a message relating to Care Navigation in a voice of a clinician on the telephone system.

Partnership Working

Thornbury Medical Centre is part of Primary Care Home (PCH) 5 community and collaborating with Avicenna, Bevan, Bradford Moor, Dr Akbar's, Dr Hamdani's, Farrow, LCD, Primrose, Peel Park, Moor Park and Valley View. The Objective is to work in collaboration to identify a segmented population e.g. frail elderly, children, people with mental health with the greatest needs and how health and care services could better support this populations needs.

Self-Care Event-THORNBURY MEDICAL CENTRE.

NHS 70th Birthday/ Summer Self-Care Event will be taking place on Wednesday 29th August 2018 from 10.30am - 1.30pm-this is Thornbury Medical Centre-own event.. There will be free health check, self-care information, food and drinks, activities for children and local services will also be present.

Evergreen Life

Information given regarding Evergreen Life App and explained what is available for patients on this app. This app offers health groups and social activities relating to medical conditions. A third party passphrase needs to be printed by the surgery in order to attach medical record with this application. Photo ID will be needed in order to print this.

Health Champions Update

Joint practice meeting with health champions on Thursday 19th July 2018 at 3pm. NHS 7Tea Party event at Westbourne Green Community Health Centre held on Wednesday 25th July 2018 from 10am - 1pm. Health Champion and PPG members welcome to attend.

Health Champions have designed a leaflet asking patients of what activities they are interested in and they will organise further activities from the feedback. BT asked if receptionist can divert patients to coffee mornings when waiting to be seen during walk-in clinics, FN says that this is always the case but walk-in clinic can be very busy with patients and our main priority is booking the patients in on a very busy morning. The senior receptionist suggested- the health champions come out of their room and encourage patients to attend the coffee morning, all PPG members were in agreement with this.

Health Champions are looking to arrange an access bus for patients who are willing to attend health champion activities and do not have transport to get to the surgery. NI and BT are dealing with this.

GDPR

New GDPR guidelines have been introduced on 25th May 2018, patient information cannot be discussed with family or friends without specific written consent from the patient. Consent forms are available to collect from reception. Further information on the practice website.

Any Other Business

- Dr Zahir introduced to all PPG members as new partner at Thornbury Medical Centre
- Extend Classes - Classes are running successfully on a monthly basis, BC asked if poster can be amended as she feels patients are not understanding the purpose of extend classes, these are aimed at over 60's or people who are unable to attend the gym due to long term medical conditions, it consists light seated exercise to music.

***ACTION:** NK to re-design extend class poster and put up in physio room*

- Facebook - NK informed Facebook page will be updated shortly.

Next PPG Meeting: Wednesday 10th October 2018 at 1.30pm

