

Minutes from PPG meeting Thursday 19th January 2017

Attendees: Suman Thind (Assistant Practice Manager), Sobia Ambreen (Office Manager), BC, CB, MM (Patients)

Patient TV information screen in reception waiting area- this has been discussed due to the long process of gaining variation and having the equipment set up. We are looking into this but it may be a future plan of the Practice rather than immediate.

Pharmacy first scheme has now stopped for Adults as of the 1st January 2017, due to budgeting and funding cuts. However this scheme still remains open to all children under 18 years of age until 31st March 2017.

Pharmacies have now also been informed by the CCG that they are no longer allowed to order patients medication. The patient must contact the surgery themselves to order medication, whether it's a repeat or an acute medication. The Practice has a dedicated prescription line which is for elderly and housebound patients who can ring and order there medication between 1 and 3 Monday- Friday. All other patients are expected to either come in to order there medication. You are also able to send a request to the practice email Thornbury.prescriptions@bradford.nhs.uk. Or can alternatively come in and register for the online system. You would be required to provide photo ID at reception and a username and password will then be given to log in. Pharmacies are no longer able to order medication due to the high volume of wastage that was found when GP's were attending patient's homes during visits.

Health Champions have started recruiting volunteers now, and the workshops will start to commence in February – March.

The self-care leaflet table in reception has been used and patients are going and looking to see what is on the table- leaflets have gone ST requested some more leaflet and has also has BC to bring in more of the osteoporosis leaflets.

Flu clinics are still available till the end of January and we have done very well will inviting patients in. Just have a few patients to still invite which receptionist will be calling and booking in.

Access Reports- ST designed a graph chart which showed how many appointments were given in August- October 2015 and then August- October 2016. In 2015 3459 appointments were given to patients who were seen by a GP or clinician. In 2016 3804 appointments were given. So it showed that the Practice is now offering more appointments in 2016 than in the previous year, to help to improve access.

DNA appointments are now becoming a major issue for the Practice, as patients fail to attend urgent appointments on the day, which makes it harder for the Practice to then offer appointments to patients that need urgent care. The practice has a 3 DNA policy in place and if a patient fails to attend 3 appointments without informing the practice will then be removed from the Practice list.

There is a discussion currently in Practice to start a walk in clinic firstly trialling one day per week, where patients can come and sit a wait for urgent care and be seen the same day by a clinician, which will hopefully enable more routine appointments for patients. Currently the waiting time for a routine appointment is 2 weeks. There are also online routine appointments for patients to book.

The Next PPG meeting will be held on Thursday 9th March 2016 at 3.00pm.

Please confirm attendance with Suman Thind either via email or telephone:

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