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## **PPG MEETING** **Wednesday 10<sup>th</sup> July 2019**

**Present:** CB, RF (Patients), Natasha Khatoon (Reception Team Leader), Sobia Ambreen (Assistant Practice Manager)

**Apologies:** SM, SA, BT, AH (Patients)

### **Minutes of the last meeting**

Approved by PPG members

### **Guest speaker- Cellar Trust (Stress Buster Session)**

Unfortunately, Cellar Trust has called to cancel due to staff sickness - they were unable to arrange a replacement speaker in short notice. Cellar Trust will be attending summer self-care event on Wednesday 17<sup>th</sup> July 2019 and walk-in clinic on Wednesday 31<sup>st</sup> July 2019. Members are welcome to consult them regarding stress buster sessions.

### **Annual Summer Self-care Event - Wednesday 17<sup>th</sup> July 2019 (10am-1pm)**

The practice has invited arrange of voluntary services to attend the event. Local businesses have donated items that will be auctioned on the day. Practice nursing team will be doing blood pressure check and diabetes reviews. Local businesses have also, kindly donated food. All money raised on the day will be donated to Yorkshire Ambulance Service. Telegraph and Argus will provide coverage on the event. Leaflets and posters were given to PPG members to help promote the event.

### **Access - eConsult - coming soon**

New service will be launching at Thornbury Medical Centre soon. eConsult will allow patients to consult their own GP, by completing a quick online form that is sent and reviewed by the practice. eConsults will also direct patients to self-help, pharmacy advice and local self-referral services. There are several benefits of this service:

- Saves time - without having to come to the surgery
- Continuity of care from own GP practice, with the convenience of online access

- Medical advice 24/7 - check symptoms and receive medical advice and treatment guidance - NHS choices content
- A response by the end of the next working day or sooner
- Access wherever and whenever you want from any device - at your own pace
- Request sick notes, repeat prescriptions and test results without the need for an appointment.

### **Extended hours at Dr Akbar's Surgery (Hillside Bridge Health Centre)**

Evening and weekend appointment will be available on Wednesday evenings and Saturdays at Dr Akbar's Surgery (Hillside Bridge) for our patients. These appointments will be remotely booked via the GP practice. Appointments are subject to availability.

### **Minor Eye Conditions Service (MECS)**

This is a free NHS service available from a number of local opticians. Conditions that can be seen under the service include:

- Red eye or eyelids
- Dry eye, or gritty and uncomfortable eyes
- Irritation and inflammation of the eye
- Significant recent sticky discharge from the eye or watery eye
- Recently occurring flashes or floaters
- In growing eyelashes
- Recent and sudden loss of vision
- Foreign body in the eye

If you have a major eye condition that is being regularly monitored by your optometrist or hospital eye service, this will not be covered by this service - for example, cataracts, diabetic retinopathy or glaucoma.

**An appointment is required for this service.** If you are registered with a local GP you can use this free service. It is for people of all ages - adults and children. Children under 16 years must be accompanied at their appointment by an adult.

Find your nearest participating optometry practice (opticians) and their contact telephone number online by visiting: [www.bradfordloc.org.uk/mecs-for-patients/](http://www.bradfordloc.org.uk/mecs-for-patients/)

Information leaflet handed out to PPG members

### **PPG Survey**

Health champions are showing great support distributing PPG surveys during the walk-in clinics, it has stalled recently due to the promotion of the summer self-care event. NK has had feedback from a voluntary organisation that the layout of questionnaire is not user friendly for patients who may not have English as their first language. This has been addressed and the questionnaire will be changed in due course. This will be addressed in the next meeting.

## Patient Network Training

Details and information of upcoming patient network meetings, given to all members. Getting to the trainings can be difficult for them at the moment but they will try their best to attend meetings when they can, as it is a good opportunity to engage and meet other members and share ideas.

## Upcoming Trainings

All PPG members are invited to attend the following trainings during practice protected learning time. Dates and time as followed-

- **Fire - Thurs 15<sup>th</sup> August 2019 at 1.30pm**
- **Safeguarding lead (in house) - Thurs 19<sup>th</sup> September 2019 at 2.30pm**
- **Learning Disabilities - Thurs 17<sup>th</sup> October 2019 at 2pm**
- **Resuscitation - Thurs 21<sup>st</sup> November 2019 (2pm-4pm)**

## Any other business

- **NEW PPG MEMBERS** - the practice is inviting new members to join the Patient Participation Group - Health champions will also encourage new members to join during walk-in clinics. An email will be sent to inactive members to encourage them to attend meetings, to engage and support the practice with new ideas.
- **Health Champion Update - Gardening Project**  
AH is trying to arrange for equipment and a shed to be delivered to Thornbury Medical Centre, so that he can start his gardening project. The raised beds are ready to use.
- **5K Sponsored Walk** - information regarding a sponsored walk for Cancer Support Yorkshire given to PPG members. The walk will take place on 1<sup>st</sup> August 2019 and will start from Cottingley Community Centre, Little lands, Bingley BD16 1AL at 7pm. Participants can raise money in sponsorship and require an entry fee of £5.00 per person.

**Next PPG Meeting: Wednesday 9<sup>th</sup> October 2019 at 1.30pm**