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|  | **Patient Participation Group Meeting**  **Tuesday 2nd July 2024** | | |
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| Meeting called by:  Practice Manager |  | Note taker: |  |
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| Attendees:  Dr Malik  Ann-Marie Rose  Asma Mahmood  Wendy Taylor (PPG Lead )  Safina Kauser  **Dr Malik welcomes everyone to the meeting**  **PPG**  **The Practice is still looking to recruit new members for the Patient Participation Group as some patients have left the practice or sadly passed away.**  **All staff encourage patients to sign up to be part of the PPG at every opportunity, patients are asked when attending appointments if they are interested.**  **New Phone System**  **The Practice has had a new telephone system put in which is a regulation from the ICB and NHS**  **Modern General Practice**  **The new telephone system has been implemented to ensure the practice is adhering to the Modern general Practice future plan. The telephone system records information on searches and the Practice manager can then run searches on different areas e.g.**  **How many appointments given**  **How man telephone calls coming in**  **How many calls were picked up in so many rings**  **How many calls were not picked up**  **The reports show busy and quiet times**  **All the above can be reported on in the future**  **Buildings/Car Park**  The move to hillside Bridge is moving on the ICB lead Karen Stothers is arranging a meeting week beginning 15.07.2024 to discuss the move further with all the occupants of Barkerend Health Centre  The Practice continues to have problems with the building and the car park. The car park gates have been vandalised several times to stop them being locked on an evening and weekend, this then causes problems as all the residents around the health centre park in the car park and staff have no where to park so are late for clinics and work. Staff have had a word with the Mosque as people just abandon their cars when visiting the mosque blocking staff and patients in.  This is the list of building problems going on over 15 years:   * Roof leaking in all areas of building * Toilets blocked weekly – drainage inadequate. * Heating doesn’t always work. * Hot water – sometimes * Car Park – Gates vandalised, and locks superglued. * Car park – Residents, schools and pharmacist take all the parking spaces up in the car park staff can’t get parked to come to work. Staff are being abused in the car park over spaces.   **Pharmacy First Consultation is going well, patients are being directed to the service on a daily basis and people are getting used to the system. The reposts are very slow at coming through so the Practice Manager has spoken to the Pharmacies nearby to ask if they can complete the paperwork on anyone, they do a consultation on and send it through to us.**  **This new scheme was introduced by the government and NHS on 31st January 2024 in order to try to help primary care and GP Practices manage appointments.**  **All staff aware of the new Pharmacy first Consultation Service covering 7 acute ailments, 95% of practices through out the country have signed up to the scheme.**   |  |  | | --- | --- | | **Clinical pathway** | **Age range** | | Acute Otitis Media\* | 1 to 17 years | | Impetigo | 1 year and over | | Infected insect bites | 1 year and over | | Shingles | 18 years and over | | Sinusitis | 12 years and over | | Sore throat | 5 years and over | | Uncomplicated urinary tract infections | Women 16-64 years |   **The Pharmacy first scheme together with enhanced access takes some pressure off the Practice with appointments. Enhanced access is offered to patients on a daily basis. Patients can get GP, nurse and HCA appointments on the day and to pre book with enhanced access covering Consultations, cervical smears, asthma, bloods and diabetes checks. The appointments are delivered on an evening and weekends at Barkerend health Centre and Hillside Bridge**  **PATCHs**  **This is now up and running smoothly and patients are slowly starting to use the system online. Patients are encouraged on a daily basis to use Patch’s**  Patches has been implemented into our system so patients can have video consultations.  Patients can register for PATCHS online through pour website.  Patients can complete a questionnaire for a consultation or admin query.  **E Consult –** The Practice continues to use E Consult in the same way as patches as patients are used to this system now. This system was decommissioned by the ICB March 2023 but the Practice will continue to fund this system in 2024 as it works well for the practice and patients.  **PCN5 10 Practices in this area working collaboratively together.**  Moor Park Medical Practice  Bradford Moor Practice  Avicenna  Primrose  Dr Akbars/Hillside Bridge  Peel Park  Valley View  Bevan  Thornbury  Eccleshill  **PCN5 – The work of our Social Prescribers is ongoing and they continue to engage with patients in a positive way which shows an improved impact on appointments at the practice.**   * Yoga classes being held for PCN5 patients – 8-week programme and any member of staff can refer a patient to this service by tasking the secretarys. * Yoga Classes – Will be made available to staff in the near future for wellbeing, This is still being looked at * Walking groups are being established at hillside bridge for all PCN5 patients and staff. | | | |
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