|  |  |
| --- | --- |
|  | **Patient Participation Group Meeting****Tuesday 9th September 2025 3.30pm** |
|  |
| Meeting called by: Practice Manager |  | Note taker:  |  |
|  |  |  |  |
|  |
| Attendees:Dr MalikAnn-Marie RoseWendy Taylor (PPG Lead)Safina KauserRazia BibiShameem Ali secretary**CAR PARK AT BARKEREND HEALTH CENTRE**NHS properties have now installed a new car parking policy where staff have to display permits and anyone parking in the car park who does not have an appointment will be fined. This was the last resort for the practices as the car park was constantly full of residents from neighbouring properties who would obstruct the closure of the gates on an evening and vandalise the gates.**BARKEREND HEALTH CENTRE – BUILDING REPAIRS**The Building is in need of major repairs and we have been assured by NHS properties that these are being looked at due to two Practices wanting to remain in the building. Moor Park is still open to the suggestion of moving to Hillside bridge but the project is now on hold as funding has been pulled back due the other two practices not wanting to move. Our Practice is still working with the ICB and are looking to move when the funds are available to convert the area in the building for our practice use.This is the list of building problems going on over 15 years which will be looked at in the near future.* Roof leaking in all areas of building
* Toilets blocked weekly – drainage inadequate.
* Heating doesn’t always work.
* Hot water – sometimes

**GROUNDS AND CENTRE GARDEN****NHS properties have instructed a new maintenance team to work on the d=grounds and garden areas of Barkerend Health Centre****Cleaners and volunteers – Have been doing litter picking** **NHS property staff and volunteers have cleared the inner garden and maintained the area so it is nice to wonder in, birds have been seen to be nesting in tress.** **The are is a lovely space for patients to look at and feel the fresh air when they are waiting for appointments.****The Practice is working towards Modern General Practice**This involves making changes to services and how we work. Digital services are being promoted to patients and they are being encouraged to engage.New telephone system is up and running and this has many functions which will help in moving forward with Modern general Practice requirements.The Practice is working towards new ways of working through Modern General Practice which the ICB Bradford Integrated care board has commissioned. **PATCHs – Digital ways of working – AI technology**Is proving to work well for our patients they are slowly starting to use the system online more and have confidence in the outcomes. 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.**NHS GP SURVEY – The results were disappointing as the practice feel we always go the extra mile for patients. The Practice Manager has now put a Action Plan together to work towards improving for next year.****Pharmacy First Consultation** has been introduced to our care navigation and is still going very well. At first patients are reluctant to go to Pharmacy but we say ask for a ‘Consultation’ and they are happier with this.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 also offers a Minor Ailments service and checking of blood Pressure.****It also offers consultations for contraception, the pill and morning after pill.**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 |
|  |
|  |  |  |
|  |  |  |
|  |  |  |
|  |  |  |
|  |  |  |
|  |  |  |
|  |  |  |
|  |