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|  | **Patient Participation Group Meeting****Tuesday 16.09.2024 10.30am** |
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| Meeting called by: Practice Manager |  | Note taker:  |  |
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| Attendees:Dr MalikAnn-Marie RoseWendy Taylor (PPG Lead)Safina KauserShameem Ali secretary**Dr Malik welcomes everyone to the meeting****PPG**The Practice is still looking to recruit new members for the Patient Participation Group and has some enquiries from patients so our secretary will contact and invite in.All staff continue to encourage patients to sign up to be part of the PPG at every opportunity, patients are asked when attending appointments if they are interested.**Buildings/Car Park – MOVING PREMISES**Moving premises is the main topic at the moment for our patients they are constantly asking when we will be moving. The ICB are moving towards this slowly and will put the move out to public consultation in the near future. It is apparent that patients do not want the surgery to move to Hillside Bridge as Barkerend Health Centre is seen as the hub of the community and services offered to the local community meet their needs. It has been recognised that most of the patients who visit our Practice are elderly or young mums who walk to the building. The impact for these patients will be enormous and people are not happy. The Practice has no control over the matter as the ICB Integrated Care Board for Bradford insist that we move as the building at Hillside bridge is owned by them and is practically empty costing them money. They are looking at all three practices within Barkerend to move along with the Dental Practice. Barkerend health Centre building will not be fit for purpose going forward.The Practice continues to have problems with the building with leaks in the roof, blocked drains and toilets and patients blocking the entrance to the car park.These issues are constantly reported to NHS Property Services but are dealt with reactively. The problems are never fully resolved.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.

**FLU VACCINES – Its that time of year again.****THE PRACTICE IS EXPECTING THE ARRIVAL OF THE FLU VACCINES this week but government guidance states these can not be administered until 3rd October 2024**Drop-in Flu clinics have been arranged for the week commencing 03.10.2024 and for the following few weeks. Patients will be invited to drop in to clinics, pre booked in, asked opportunistically at every opportunity by staff. Vaccines will be given when patient attends any appointment if permission given.The flu clinics have been advertised around the health centre.SMS messages have been sent to patients with details of clinics.SMS messages to be sent daily inviting patients inHome visits will be done for housebound patients.**COVID VACCINATIONS** THE Practice is part of PCN5, and they have commissioned Remington’s Pharmacy to deliver covid vaccines to all the patients in the 10 Practices. Patients are being invited and Rimmingtons will do home visits for covid vaccines, this has all be authorised by Bradford ICB**RSV –** Vaccinations are being offered to patients aged 75-79 and pregnant ladies, this is a new programme and SMS messages and invite letters have been sent out.**Pharmacy First Consultation** has been introduced to our care navigation and is 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.

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| **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**PATCHs**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.**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.The Practice is looking to cease with this service in March 2025 and fully use PATCH’s. **PCN5 10 Practices in this area working collaboratively together.**Moor Park Medical PracticeBradford Moor PracticeAvicennaPrimroseDr Akbars/Hillside BridgePeel ParkValley ViewBevanThornburyEccleshill**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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