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|  | **Patient Participation Group Meeting**  **Friday 21.03.2025** | | |
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| Meeting called by:  Practice Manager |  | Note taker: |  |
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| Attendees:  Dr Malik  Ann-Marie Rose  Wendy Taylor (PPG Lead)  Safina Kauser  Razia Bibi  Shameem Ali secretary  **Dr Malik – Hello and welcome to our last PPG Meeting for the year.**  **PPG – New members**  The Practice has had some interest from patients who want to join the group the Practice Manager is liaising with these patients, and they will be part of the group for 2025/26 and they will be invited to future meetings.  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.  **MOVING PREMISES**  This is on hold at the moment as two of the other Practices located in Barkerend Health Centre have decided to stay so funding has been lost to redevelop the Hillside Bridge Site. KS from the ICB is still looking at ways for the move to happen and we are in talks with the ICB and NHS properties at the moment to make this happen.  **CAR PARK AT BARKEREND HEALTH CENTRE**  Continues to be a major problem for staff as residents continually block the gates so they can’t be locked on an evening. We are also having problems with residents’ cars parking over 3/3/ bays as they are saving spaces for family members. The car park is completely full by 8.30am on a morning and staff are unable to start work on time. GP’s can not do their clinics as they can’t get a parking space. We also have a number of abandoned cars which have been reported to the council. The police won’t do anything about these cars as it is a civil offence not a police offence. Having these cars removed takes a large amount of work and takes a long time, it seems we just get one moved and another one appears.  Practices within Barker end Health centre have spoken to NHS properties on how to move forward on this for the future. Now that practices are staying in the building new ways of controlling the car park will be looked at. Maybe we have to move to a private company parking scheme where registrations have to be input. This is not ideal for staff and patients, but it looks like we will have no choice as the matter is causing chaos and has been for over 18 months now.  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.   **NHS GP SURVEY**  SMS messages have been sent out throughout Jan-March asking patients to complete the NHS GP Surveys if they receive through the post.  Staff are happy to help patients complete these surveys Staff encourage patients at every opportunity to complete the surveys as the results are shown nationally in the Newspapers and on the TV News  **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.   |  |  | | --- | --- | | **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  **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 will be taking part in a training service for Modern General Practice which the ICB Bradford Integrated care board has commissioned. This will start in April 2025  **PATCHs – Digital ways of working**  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. | | | |
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