

## **Thursday 28 February 2019**

**Attended** –; Dr Usman Akbar, GP Lead, Mohammed Shaid, Business Manager and Practice Manager; Vikki Hunt, Patient Engagement Lead; Shaifahna Hussain, Nurse Clinical Manager; Sarah Toothill, Admin, Haris Shaid, Admin  
Approximately 70+ Hillside patients  
45 signed in to register

### **Welcome to the first PPG meeting at Hillside Bridge Surgery**

The meeting was opened at 5.30pm by MS who thanked everyone for attending. MS introduced himself and Dr Akbar and VH, PEL. MS said he was overwhelmed by the amount of patients that have come to this meeting.

Dr Akbar and MS went through the major changes that have been implemented since 1 February 2019. One of these changes was the telephone system which began even before we had access to the building. Such is the management's dedication. The appointment systems have also been updated. The majority of the patients that were at the meeting were very happy with these changes to date. MS discussed with the group about issues in the past and advised the patients that we now have to move forward now together. This is a joint effort between management and patients. MS told patients he wants them to be fully involved with the way this practice runs – reminding patients that it is **their** practice. MS said that they are welcome to join the Patient Participation Group by attending meetings or in other ways they can support the practice. PPG meetings are held four times a year. But VH is always available to talk to patients about any ongoing concerns, suggestions etc. Comments and suggestions are welcomed by the management team. Without patient support, ideas and suggestions we cannot move forward efficiently. MS reminded the meeting that there was a few ways to make an appointment. Patients could call at 8am for an on the day appointment. MS explained that the phone lines and appointment rotas for that day go live at 8am. This gives all patients equal chance to secure their appointment. There is also the Online Service that all patients are welcome to sign up for.

One patient spoke up and explained that they had been having problems logging on to the online services. MS asked for them to contact surgery for a password reset as soon as possible. MS then reminded the meeting the importance of letting us know about things like this. If we do not know there is a problem we can't fix it.

MS did however say that we monitor the online appointments so as to make sure they are not abused. A recent example was where a patient had booked two online appointments close to each other and DNA'd both appointments, which meant that other patients had lost the opportunity to book an appointment on that day.

A patient then spoke up about an incident involving her elderly father. The patient said she had had trouble getting an appointment originally but felt that the admin staff had been helpful in making sure he was seen. Patient wanted to make us aware she was impressed with this positive change.

VH told the meeting that having worked for Dr Akbar both before and after MS management and totally backed up everything he had said about his work ethos. VH advised the audience that MS is very patient driven and is very keen to make a positive difference both for patients and his staff.

A patient asked if Dr Law had made any decision about staying at Hillside. Dr Akbar confirmed that Dr Law is still here and will be a member of our successful team. This was met with a lot of positive responses.

### **Extended Access**

MS informed patients about the Extended Access service that they can access. Patients didn't seem to be aware about this service. MS went on to explain how it could benefit each of them. There are physiotherapist appointments, BP clinics, Nursing/Cervical smear clinics & GP appointments within 3 geographical areas, BD8, BD7 & BD18 between 6.30pm and 9.30pm Monday to Friday & Saturday/Sunday 10am to 1pm that patients can use. MS will be in discussion with Bradford Care Alliance in due course to see if the hub can move to the BD3 area, however he cannot guarantee this will happen, but a discussion for now is planned and he will feedback to the group. **(Action MS)**

VH explained about the on-going training, which is planned for the team in terms of Care Navigation. Care Navigation is a simple process which ensures patients are signposted to the correct services. These can be Physiotherapy, MSK or Locala services.

MS discussed with the patients in terms of surgery extended access. The surgery currently provides Wednesday evening as its extended access session. A lot of patients felt they find it extremely hard to get to the surgery and advised it's unsafe to come in the evening. MS advised if there were in agreement we could move from the current Wednesday evening session to Saturday morning from 09:00 -12:00 commencing 06<sup>th</sup> April 2019. Patients advised they would support this initiative. MS & Dr Akbar were pleased to announce they would listen to their patient feedback and change this from the 06<sup>th</sup> April 2019.

The meeting closed at 6.15pm. Dr Akbar's team thanked everyone for coming.




***Action Plan & Quarterly Meeting Planned for 2019 & 2020 See below***

***Thursday 30<sup>th</sup> May 2019 at 5.30pm, Thursday 29<sup>th</sup> August 2019, Thursday 19<sup>th</sup> December 2019***

***Thursday 21<sup>st</sup> March 2020 5.30pm, 20<sup>th</sup> June 2020 5.30pm, 26<sup>th</sup> September 2020 & 16<sup>th</sup> January 2020***

**ACTION PLAN 01 02 2019**

## YOU SAID WE DID – ARE WE RESPONSIVE

<b>NEW PHONE SYSTEM- DELIVERED</b>		01 02 2019
<b>MORE APPOINTMENTS- DELIVERED</b>		01 02 2019
<b>NHS CHOICES FEED BACK</b>		Positive feedback coming through
<b>NEW PATIENT TV</b>		Job Planned for April 2019
<b>SATURDAY EXTENDED HOURS</b>		06 04 2019 – 9 - 12
<b>EXTENDED ACCESS (BRADFORD CARE ALLIANCE)</b>		Discussions with the Hub to bring services to Hillside Bridge- Update 30 05 2019
<b>YOGA CLASSES</b>		Commencement Summer 2019