

Thursday 13 February 2020

Attended –; Dr Usman Akbar, GP Lead, Mohammed Shaid, Business Manager and Practice Manager; Vikki Hunt, Patient Engagement Lead; Shaifhana Hussain, Lead Nurse;

Patients: Attendees: 11 Patients

Apologies from:

Welcome

This was the 1st meeting out of 3 planned meetings. Dates will be confirmed in due course. The meeting commenced at 5.00pm by MS who thanked everyone for attending. The purpose of the meeting was to have a drop in session to encourage those patients who were unable to attend the meeting on a Saturday morning and who preferred to attend after school due to child care issues.

The patients that were present were advised they would be receiving their questionnaires and all were encouraged to return them.

Vikki Hunt our PPG lead explained to the patients present the rationale of the move from Barkerend to Hillside Bridge. Vikki went through the full proposal on why the decision had been made in regards to the proposal. MS then interjected and talked about the increase in services and close collaboration with Hillside Bridge, which would enhance patient experience as there would be more admin staff to deal with patient queries. Dr UA also shared his views on why he believes the move would be good for the patients.

Out of the 11 patients attended the meetings around 72.72% were positive and welcomed the proposal.

Points re-iterated

- Continuity of clinical cover no change in GP cover.
- No reduction in service
- Same nursing team & admin team
- Increase in Nursing/ Health Care Appointments
- Closer collaboration with the Podiatry & DN Teams who are based at Hillside Bridge. More clinicians to assist the Patients from Barkerend
- No change in phone numbers. Patients continue to dial the same number
- More admin staff to deal with patient queries
- Better Premises & Safe
- Patient engagement leads VH & HA available Monday to Friday to answer any queries from patients regarding the proposal.

Consultation Period

MS and UA advised the meeting that there would be a 3 month consultation to merge the 2 sites. This would need to include 2 further drop in sessions with our PPG chairs and patients so they are aware of the full process. This is a set process and we have certain criteria the practice needs to meet in line with CCG directives. In addition the group also discussed certain PPG members who would speak to local mosque leaders to advise them to make contact with the Engagement leads & MS should they need to discuss any concerns necessary.

This is an ongoing process as Barkerend Health Centre as site is still in use. We have been still been using the site, however building issues persist. The site is in a poor state of repair and the management team felt it wasn't safe to use due to health and safety issues. There is number of exposed areas in the ceiling in which water can come through and there is electrical wire exposed. MS explained that we are hoping to be able to offer a lot more services at Hillside Bridge for existing Barkerend patients and Hillside Patients.

The meeting closed at 6.20pm. Dr Akbar's team thanked everyone for coming.

Our next meeting will be held on Saturday 7th March 2020 at Barkerend HC at 10.00am