NHS Logo

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PPG meeting- Date- 23/04/2018

Staff:

Dr M Azam

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S R PPG Lead

SA

RP

PPG members:

NP

A K

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* Results of march 2018 internal survey results- Summary

Whilst waiting for results of national GP survey our practice carried out an internal GP survey

The results of this survey were very encouraging and showed that there were improvements across the board in all domains

This internal survey showed improvements in all the areas identified in our action plan:

* + 96% find the receptionists helpful (national GP survey 2017 70%)
  + 100% find it easy to get through to this surgery by phone (national GP survey 2017 52%)
  + 95% describe a positive experience of the surgery overall (national GP survey 2017 58%)

Areas for improvement

Our practice will reflect on the following areas identified for improvement in the internal survey:

* + 73% of patients state that they are able to speak to the doctor on the phone when they have a question or need medical advice. Our practice will look at the mechanisms in place to increase this percentage and ensure we are meeting the needs of the remaining 27% of patients.
  + Although 53% of patients are satisfied with the current opening hours, the following patients preferred additional opening hours which will be incorporated into our next access and demand plans:
    1. Early morning 3%
    2. Evenings 11%
    3. Weekends 33%

When the national GP survey 2018 results are released in the summer, we will review our action plan on the previous page to incorporate the latest findings

* Patient online services – group informed about the online services again that we are offering to all patients, they have access to booking appointments online, ordering repeats, and can view their quick glance summary of their record. We informed them that we can print out the form for them to register and create they own password to use the online services.
* Self-care – informed patients again about minor ailments stressing the point about using the services for appropriate things. We informed the group about what can be treated over the counter, and where they can go to get help and learn more about their illness or any symptoms they are facing.
* DNA of appointments – hospital appointments – patients informed about the importance of attending their scans and other appointments most of which are arranged and referred by the GP. Also discussed how much of the NHS time is wasted due to missed appointments. And continuously missing appointments without any valid reason will lead to warning letters which may later lead to removal from the list.
* Diabetes event 19/04/2018 – informed of diabetes event which will be held at the local community centre in April, the HCA from our practice will be participating in the event and holding a stall and also doing blood pressure check-ups and height and weights.
* Chronic disease management nurse- we now have a CDM nurse who does a clinic at the practise once a week. We book patients who have chronic disease such as diabetes and asthma. The nurse will see them for a review and speak to them about their condition and management and how their medication is helping them or if it is not.
* LTC reviews- a new system has been bought in now in which we have a tab on each patients record and on that we can see everything they are due for, what they have had and when they had it and also how long appointment they require. This will save a lot of appointments for the HCA as everything the patient requires will all be done in one appointment. In total they will be three invites sent to the patient through post, SMS or verbally, if they attend the first appointment then further invitations will not be sent, if they decline then we can code that in to their record. When the HCA does all their checks she will code it on to their record and on the template and also she will send a task to the GP who will review it.
* Practise Nurse Sophia Kauser returning from maternity– our nurse who has been on maternity for a while now will be returning soon so we will have more clinics which means they will be more appointments for patients to book in for smears, baby immunisations, travel vaccinations etc.
* Primary care hub- services are now going to be available in hubs for example diabetes and asthma
* CQC visit in March- we have been informed that we are now compliant for the extension which will be opening very soon, the extension includes the new locum GP room and the multi-faith prayer room which will all be available to use once we open the extension. We are expecting the final CQC inspection sometime in May.

**AOB**

Net Meeting to be announced