

**PARK GRANGE MEDICAL CENTRE**

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**Bradford**

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PPG meeting- Date- 20.11.2019

Staff members:

Dr M Azam

Rahela Parveen

Shaheen Akhtar

Sanah Hussain

PPG members: (initials only for patient confidentiality purposes)

AA

MK

SK

SA

AH

NK

AB

SB

* DNAs – discussed again the importance of attending appointments especially with the nurses and HCA. Flu clinics are now running and there have been many DNAs with the nurse and HCA. Spoke to patients about attending the importance of flu appointments and encouraging friends and family to also attend, as it is vital for certain patient groups to ensure they receive the flu jab annually to help prevent a serious illness.
* Chronic disease nurse - we have regular weekly clinics running at the surgery with the chronic disease nurse for patients with asthma or diabetes. She helps patients with their asthma control and in improving diabetic control. She can also advise regarding weight management, and can suggest changes to the GP Partners regarding medication changes following her review. Patients have commented positively on having a longer session to discuss their needs, with someone who can speak in Urdu/Punjabi.
* ECG machine, Spirometry Machine - PPG members informed we have replaced both new medical equipment so all booking for these will be done in-house, thus saving a trip to hospital.
* Discussed with patients that if they are not taking their medication or if they have many boxes at home, they should inform their allocated pharmacy or contact the surgery so repeat are stopped until needed; reinforced CCG policy on medicine wastage discussed with patient group.
* CQC inspection- last report and feedback discussed with PPG members, with positive comments received by members on how well the practice has done to improve performance. Also informed that the report is available on the practice website to review.
* Female GP – informed patient that 2 new female GPs will be providing locum sessions for the practice one GP starting in December the other starting January 2020. This will increase availability of sessions to discuss women’s health issues, which was received positively.
* Online services/ E-consult – encouraged patient group to use online services and e-consult is also available. Discussed poor rate of uptake on these services. Discussed if patients require access to contact the surgery reception team with IT and access to the service can be given.
* Information on ORCHA and evergreen app can also be obtained from the receptionists. Leaflets are also available at the surgery for these services.
* Appointments – discussed results of National GP Survey findings. Also discussed responses for this survey was very low. Due to this reason the practice is doing an internal survey. If you require any further information about these survey to contact the practice Manager. Patient group also informed regular SMS reminder will be going out nearer to the next survey to try and increase uptake.
* Extended access appointments patient group informed if there are no appointments available at the practice due to the winter pressure patients will be offered appointments at the extended hub.
* Heart failure pilot project discussed and informed patients will be issued appointments with heart failure pharmacist to help optimise their treatment.

Next Meeting: TBA February 2020