

**PARK GRANGE MEDICAL CENTRE**

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PPG meeting, Date- 24/02/19

Staff:

Dr Junaid Azam

Sumiyyah Rafiq

Sanah Hussain

Shaheen Akhtar

PPG members: (initials only for patient confidentiality purposes)

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1. Care navigation – patients made aware of recent Wakefield care navigation workshop. First workshop was attended by staff member, second workshop end of June. After second workshop, practice will start working collaboratively with other practices and CCG to implement the model of active signposting. PPG members will make friends and family aware of new upcoming changes to triage system.
2. Self-care signposting event and diabetes event- attended by PEL. Stall held at both events and blood pressures done, which proved to be a very popular stall. At same time, other health promotional information given out to patients from local communities. This appears to be a good way to promote healthy messages by going into the local community. PPG will help promote any future events
3. Horton park walking tour in August - PEL to start planning for regular Horton Park Walking tour for patients in early August. Will start promoting in the practice and at local events for a better turnout. PPG members expressed support for idea and will help promote to friends and family
4. In-house Evergreen webinar- training will be held at the practice for staff on the 4th July. Patients will be informed about the Evergreen app and how to access records on this app. PPG members to be shown how to access and use these apps. Admin staff and team are actively promoting for patients to sign up to online services. Ideas shared from PPG about how to increase visibility of new services e.g. through posters and leaflets, which have since been ordered for the practice to promote the online services.
5. GP National Patient Survey – discussed the importance of responding to the survey if received through the post. Practice have been aiming to increase response rates through better promotion – e.g. SMS, posters and banner at reception.
6. Online services – reminder that if patients want to save time and want to know how to book appointments or order their own prescription, staff can provide training on how to use the online services.
7. AOB – None

Next meeting May 2019 date to be scheduled