

## MANOR MEDICAL PRACTICE

### Patient Participation Group

Meeting on 3<sup>rd</sup> August 2016, 1.00pm, at Gurlington Health Centre

Present: Ann Najib, Jamshad Sehgal, Rafiq Sehgal, Sheila Raistrick, Alison Richards, Brenda Clarkson, Karen Renicor, Rev Bailey, Dr Shahid Ali, & Caroline Davison.

Meeting minutes discussed: - Agreed

Update on telephone company:-

The practice is having an on-going dialogue with the telephone company; the issues are the calls going to Allerton Health.

Missions' statement:-

Agreed

Dr Welford:-

Dr Welford has reluctantly decided to leave the partnership at the end of September. He will still be working at the practice as a locum GP with reduced surgeries. We have Dr Hustler a longstanding locum and a Dr Saf Khan who will be joining the practice on a locum basis for one day a week in September.

All partners will be adjusting their times. We will have to close on a Wednesday pm until we find another GP. Reception at Gurlington will be open. We have an advert out for new a GP.

On- Call:-

Our new on call system seems to be working well. GP's are able to navigate people to appropriate person. Acute patients are seen.

Appointments:-

We have a lot of patients who attend the surgery on a regular basis we call these frequent attenders. We want to have a look at these patients who attend regularly to see if we can provide them a different service.

- 1) Look at the frequent attenders - Why are they attending

- 2) Have patients on a frequent attenders list – the GP's will call the patients back and provides the appropriate appointment not always necessary with a GP.
- 3) We will search on patients who have had 15 or more appointments in a year not patients who have a long term condition.
- 4) On-line have a message request box to send to practice: – Instead of booking an appointment: - request advice or GP call back giving some information about the request. GP's to look at the request and navigate to appropriate person. (This to be looked into to see if we can provide this service).
- 5) Vitruve care is now integrated within SystemOne this is an app which you can download on your phone and enter data directly into your patient record. Dr Ali is starting this again with patients who have hypertension. You will receive a username and password if you would like to take part. You can enter your own BP and set your own goals.

PPG agreed with frequent attenders and would like to be involved in setting up group meetings.

Well North Programme:-

The funding for this has been approved and held at Bradford Teaching Hospital Trust (BTHT).

PPG:-

Would like to be more involved in helping the practice set up groups for patients, they are wanting to involve social care arrange speakers, Health 2 wellbeing group. Could ppg hold a drop in session for frequent attenders? Alison is going to contact Alison McGregor from all together better. All ideas and suggestions will be discussed at the next ppg meeting. An extra meeting will be held for planning, and away forward for the ppg group.

The practice has identified a member of staff to help. Cath will be the named contact for the ppg. Cath will be attending the next meeting.

Secretary: -

Karen Renicor volunteered to be the ppg secretary. Thank you from the practice and ppg.

Times of the ppg meeting:-

PPG decided to hold the next meeting at 4pm, to see if we have any further interest from patients. Meeting times for further discussion.

The ppg would like to invite Dr Welford to the next meeting. The ppg would like to thank Dr Welford for all he has done for the practice.

The next meeting is on Tuesday 6th September 4pm at Girdlington Health Centre.