

**Manor Medical Practice – Patient Participation Group (PPG)**  
**Minutes of meeting held 21/2/18.**

**Present:** Rafiq (Chair); Dale (Vice-chair); Eulie; Madeline; Jamshad; Anne; Ian (Minutes); Barbara, Richard & Cath.

Also in attendance: Mr Munaf Habeeb Practice Pharmacist

**Apologies:** Wendy and Dr Ali

Virtual Members: *Jenny Price; Elaine Beldon; Stephen Prosser; Karen Renicor; Anthony Sykes and David Sugden*

**Minutes of last meeting:** Agreed.

**Matters arising from last meeting:**

1. The group photo will be taken after the meeting and then the PPG board in the surgeries can be updated;
2. Twitter and Facebook accounts have been established;
3. The Practice Champions are in place and are doing well. Recently held a coffee morning which was well supported. The next meeting of the Champions will consider the issue of prostate cancer.

**Surgery/Practice Matters:**

Following the registration of new patients the necessary paperwork is not now checked at the front desk. It is completed in a private room as people's expectations have changed.

***Members of PPG were pleased at the outcome.***

Walk-in clinics on Wednesdays at Gurlington are now extremely busy with patients. Some people arrive at 8.00 am for a 9.00 am start. They are also held at Allerton on Mondays and Fridays.

The question was asked whether or not there was anything the surgery could do to reduce the numbers of regular attendees who don't really need to be there. The answer was that there is a danger of an accusation of . . . denying patients the right of access to NHS services.

Ian reported that he had had a conversation with his son – a Senior Paramedic with Greater Manchester Ambulance Service – about the various methods used by Manor Medical Practice to engage with patients e.g. the walk-in clinics; the triage system; patient discussion/diagnosis with a GP by phone. It was his son's opinion that the Practice was well ahead of other practices; he had not heard of such a variety or spread of methods of engagement. This view was supported by Munaf.

There have been a number of unpleasant comments about Manor Medical Practice posted on the NHS Surgery website. Caroline has had to deal with unfair representation of the Practice. Unfortunately, people do not post positive comments about their experience.

The GPs enjoy the open access arrangement, particularly at Allerton. It is not yet as busy there as at Gurlington. The comment was made that people at Gurlington are selfish e.g. they park anywhere which can cause problems outside the building which are then brought inside.

**Practice Pharmacist:**

Mr Munaf Habeeb gave a short but comprehensive introduction to his work. He is employed by the Practice using short term NHS money. He completed his Masters 10 years ago and has a teaching background. He has worked in Practices across the country and is now licenced to practice at Manor Medical Practice.

The NHS is spreading out Practice Pharmacists across the country to free up GP s to do what they do best i.e. diagnosis of patients.

Long term patient conditions now fall under Munaf's remit which allows our GPs more time to concentrate on open access. Munaf is the first port of call for repeat prescriptions etc. and is involved in the triage system. He forms a link between primary and secondary care.

Patients may contact him directly, particularly for minor illnesses. He will either deal with it there and then or pass it on as necessary.

There is the possibility of "group work" with patients with similar conditions. Munaf is in favour of such an approach, although there are issues of confidentiality. Not everyone is comfortable with sharing in a group. He is willing to 'give it a go'.

He is undertaking annual reviews of medication and likes to see patients face to face although some reviews will be a paper exercise.

**A. O. B.**

1. Jamshad introduced a mental well-being peer support group. This is for people who do not need medication but would like to talk through their issues. They are not being referred by GPs, but she asked for a publicity poster to be put up.
2. Well Bradford small grants programme has been opened for bids. Details of the process will be passed to the Practice Champions to consider a bid.

**Date of Next Meeting:**

**Committee members were asked to note the next meeting will be held on WEDNESDAY 25<sup>th</sup> April 2018 @ 1.00pm Girdlington Road.**

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Signed: Rafiq Sehgal (Chair) PPG

Date: \_\_\_\_\_