

Manor Medical Practice – Patient Participation Group (PPG)
Minutes of meeting held 30/5/18.

Present: Rafiq (Chair); Dale (Vice-chair); Jamshad; Ian (Minutes); Richard, Cath., Caroline;
Dr S Ali

Also in attendance: Sarah Wood from Cancer Support Yorkshire.

Apologies: Barbara

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:

Dr Ali talked about the management of the demand from patients from Triage to Open Access. Open Access is now available from 9 – 10am on Mondays / Wednesdays and Fridays. On Tuesdays and Thursdays an appropriate, same day Triage consultation is undertaken via a phone call from GP to patient. There is a clinical problem, however, in that the GP does not get a break.

Open Access rather negates the concept of self-care in that patients will come at 7.00am to register and wait to see a GP at 9.00am, despite the fact that about 40% of them do not need to see a GP at all. There are still those who complain about waiting times to see a GP.

Dr Ali asked if, from a patient point of view, the mixed methodology system worked.

From the NHS Choices website it would appear to be working well because it is what patients want.

Some Practices don't have PPGs. Here there is a partnership between the PPG and the Practice. Manor Medical Practice's methods of clinical consultation with patients are far ahead of others and continue to be developed further. The GPs and Practice staff were thanked by Rafiq for their commitment to this group.

ACTION: Patients are encouraged to visit the NHS Choices website and register positive comments about the Practice.

Surgery/Practice Matters:

1. General Data Protection Regulation (GDPR) 2018 is seen as a hugely bureaucratic process but arrangements to ensure compliance are well in hand.
2. Dr Ali is minded to produce a Practice video explaining the various methods of access to be played in the waiting areas.
3. The BBC filmed at Manor Medical Practice as part of a celebration of the 70th anniversary of the NHS. It is due to be screened in July. The NHS has been very successful in prolonging life but the consequence is that people have a multitude of, often, complicated health issues.
4. Caroline is seeking help in completing the General Practice Access Plan 2018/19 & 2019/20 which is to be submitted by the end of July.

Care Navigation:

This new system has been trialled in Wakefield. It is proposed to roll it out across a “community” of 10 Practices in Bradford. There is a meeting at the Mecure Hotel on 23rd June to explain the system. There is a template that all Reception staff will be trained to use. It is a very basic kind of 111 system in an attempt to reduce the pressure on GPs.

Sarah Wood: Gave a short presentation on the work of her organisation – Cancer Support Yorkshire. The organisation is very client centred and is there to support anyone affected by cancer, either themselves or family members.

They are looking at innovative ways of working on existing issues e.g. patient transport, welfare rights etc.

They have had a grant from Well Bradford and are currently running an 8 week course on health & well-being. Then focus is on taking responsibility for own health care thereby reducing demand on GPs. There are about 28 attendees each week.

There are various other groups running at the centre in Smith Lane. They are willing to take referrals from the Practice as well as self-referral through their website. Sarah agreed to drop of leaflets and literature at the surgery next week.

A. O. B.

1. The surgery is hosting a Chronic Obstruction Pulmonary Disease (COPD) event on 10th October and all members of PPG are invited to attend.

Date of Next Meeting:

Committee members were asked to note the next meeting will be held on WEDNESDAY 18th July 2018 @ 1.00pm Girlington Road.

Signed: Rafiq Sehgal (Chair) PPG

Date: _____