

**Manor Medical Practice – Patient Participation Group (PPG)**  
**Minutes of meeting held 01/08/18.**

**Present:** Rafiq (Chair); Dale (Vice-chair); Jamshad; Madeline; Barbara; Wendy; Ian (Minutes); Cath; Caroline; Dr S Ali.

Also in attendance: Freddie Rushworth.

**Apologies:** Richard & Munaf N.B. Apologies to Madeline whose apology to the last meeting was omitted from the minutes.

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

Rafiq thanked everyone for attending the meeting despite the last minute change to the time.

**Minutes of last meeting:** Agreed.

**Matters arising from last meeting:**

One of the action points from the last meeting was that Patients are being encouraged to visit the NHS Choices website and register positive comments about the Practice. The request is still valid and all members of PPG are requested to complete this ask.

**Practice Issues:**

Patients are being encouraged to access the Practice on-line via [www.manor-bradford.co.uk](http://www.manor-bradford.co.uk) which is easy to use. The Practice tends to use SMS text to alert patients as they don't have too many patient email addresses. It is estimated that between 50 -60% of appointments could be resolved by an email conversation.

Dr. Ali reported that Open Access, although not entirely in favour of it himself, is liked by patients. Many of them however object to the waiting time before seeing a doctor. There are some issues that need to be resolved:

- The same faces are seen over and over again – not with the same problem but with a succession of minor illnesses;
- The Practice wants to streamline the process further so that it is even more efficient;
- There is a need to identify whether or not the patient's issue can be dealt with in a different manner. E.g. does it need a 2 hour wait for a medical certificate/repeat prescription/minor illness?
  - If this refinement can be achieved, patients will be offered a range of different options which will in turn whittle down the numbers so that

those who need to see a GP face to face will be seen and the numbers of those that don't will be reduced.

Triage can be conducted via a secure email in-box. It is not intended for urgent matters but is easier to monitor.

Freddie talked about "Evergreen Life" an on-line national system that will give patients access to their medical records. Patients will need a password and account ID to gain access. It will allow for booking appointments at the surgery and order repeat prescriptions.

Full medical records will be available on-line but not just yet. The record belongs to the patient and what is in it is in it. Although it would need to be redacted and third party information removed. Some doctors are scared of allowing patients access to their record as they fear a bombardment of complaints about the content.

**AOB:**

There was some discussion about the provision of a coffee shop in the waiting areas but the feeling was that there was no demand. Patient Champions offer free coffee on Tuesday mornings but most people say no thanks.

**Date of Next Meeting:**

**Committee members were asked to note the next meeting will be held on WEDNESDAY 17<sup>th</sup> October 2018 @ 1.00pm Gurlington Road.**

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Signed: Rafiq Sehgal (Chair) PPG

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