



Frizinghall Medical Centre

Patient Group Meeting

27th September 2018

Lynda Smith	Practice Manager	Lynda.smith@bradford.nhs.uk
Emmerson Walgrove	Patient Engagement Lead (PEL)	Emmerson.Walgrove@bradford.nhs.uk
Jane Cunningham	Patient Engagement Chair	Jane-cunningham@hotmail.co.uk

Present: Saeedur Rehman; Nasreen Aslam; Anna Greenwood; Barbara Simpson; Kathryn Merrett; Basharat Khan.

Apologies: Khadim Hussain; Michael Scott

1. We went through the last meetings minutes and these were then agreed.
2. Informed the group that Lynda and myself have had Dementia Friendly Training at a Patient Participation Network meeting at Bradford CCG back in April, Lynda informed the group that working was in process to filter this training down to other staff members in surgery.
3. A number of members of the group raised some concerns around the new telephone system and the amount of time patients have to wait. Both Emmerson & Lynda informed members that new telephone system was put in place after a consultation with patients and that on most days of the week we received up 60 call a day which a transfer to someone. Lynda said that we at the surgery who look at the length of waiting time.
4. Emmerson informed the group that he had organised for Elle and Sammie from Evergreen Life to come the surgery on Monday 15th October, to display and show patients how to navigate around the 'Evergreen app' which is approved by the NHS.

The new mobile app enables patients to book appointments, order repeat prescriptions and view their medical records online, this app is an addition to System one online which patient can continue to us.

Evergreen Life will be in the reception at the surgery on Monday 15th October, from 10:30am till 3:30pm

5. A question was asked about our we use members personal contact details, Lynda informed the group that we fully comply with the General Data Protection Regulation (GDPR) which came in to force on 25th May 2018.
6. Emmerson informed the group about the new Extended Access Service which will now cover the whole of Bradford & District from the 1st October 2018, information regarding the Extended Access Service is on our website at: <http://bit.ly/ETAccess>
7. Emmerson asked if anyone was willing to become the Chair of the Patient Participation Group, Jane Cunningham said she was willing to do this, and everyone agree.
8. Lynda suggested that at our next meeting she would come and inform us how a GP surgery is run, everyone agreed to this and Emmerson will include it on the next agenda as a main item.

Next meeting: Thursday 20th November at 4:20pm

-