



Frizinghall Medical Centre

Patient Group Meeting

20th November 2018

What is a Patient Participation Group (PPG)?

The surgery has an active Patients Participation Group (PPG). It is a direct link between you (the patient) and the medical services provided by the practice.

The group provide a forum for patients to contribute to the decision making and service development within the surgery.

What does the PPG do?

It will act on your behalf to:

- Contribute to the improvement of services
- Improve communication between the practice and patients
- Provide practice support for change
- Organise 'awareness' days for patients on specific problems, eg obesity, men's health, women's health, carers' support, etc.

What it is not:

- A forum for individual disagreements between you and the practice
- A Doctor's fan club
- A burden to Practice staff

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: Jane Cunningham (Chair) Saeedur Rehman; Nasreen Aslam; Anna Greenwood; Jeff Cunningham

Apologies: Khadim Hussain; Lydna Smith; Kathryn Merrett; Barbara Simpson

1. We went through the last meetings minutes and these were then agreed.

2. Emmerson informed the members that we are continuing to filter down the training that both Emmerson & Lydna had on Dementia Friendly to other staff members in surgery and it is still ongoing.

Emmerson suggested that it could be useful for members of PPG to have the Dementia Friendly and he agreed to investigate to see if this could be organised this and contact the Alzheimer Society Bradford.

3. Concerns was raised telephone system and the amount of time patients have to wait, in particular the long message before patients actually speak to reception and long with how patients who's have language barriers like who speak Punjab or others and something need to be done to improve this with maybe having 2 members of staff on reception in the morning with one being able to speak other languages in the community, so that patients can speak to reception staff member in their own language.

Emmerson reminded members that 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.

Emmerson also, informed members that Frizinghall Medical Centre is for all sections of our patients and that no section of our patients have priority due to language over others in the surgery as everyone is treated fair and equally as is stated in the NHS Constitution.

Emmerson said he would raise this with the Practice Manager to see if there is anything that can be done in due course and would feedback the outcome

4. Emmerson informed members that the Clinical Commissioning Group (CCG's) Care Navigation would come into effect at Frizinghall Medical Centre and across the district on Monday 3rd December 2018 and handed everyone a copy of the flyer.

Several concerns were raised around the fact this seems to be reception staff triaging and that they have no medical knowledge, Emmerson stated this was not correct all reception staff have been trained and they will never offer clinical advice, this is made clear in the flyer.

Emmerson reminded members that the Care Navigation could connect you to activities, events and leisure opportunities in your area to reduce social isolation and improve your wellbeing.

Emmerson also reiterated that this was being implemented across the Bradford District by the three Clinical Commissioning Groups (CCGs) which are Bradford City, Bradford District and Airedale, Wharfedale & Craven in all GPs in the district.

Emmerson said that any issues or concerns regarding Care Navigation need to be directed to the Clinical Commissioning Group as we at the Surgery have not just implemented it in isolation or on our own.

Members then decided that the PPG Chair should write to the relevant CCG and person responsible to raise the issues and concerns with them, this was agreed.

Emmerson was asked to find out who the letter needed to be addressed to and which CCG and it was agreed that Emmerson would meet with the Chair on Friday 29th November at 10:30am at the surgery with the details

5. Emmerson handed out the list of dates for Clinical Commissioning Group (CCG) Patient Network 2018 and informed members that it would be good for members from the PPG to attend as it provides an opportunity for us to hear and share good practices as well as supporting each other's development. We can support you're in the Bradford district to find their own solutions to their care and support

Emmerson said he would attach the list to the minutes for members and patients as well as upload the list on to our website and publicise them via our social media

6. Members requested that our next PPG meeting, it would be good for one of our doctors to attend.

Emmerson reminded members that our doctors are very busy people and that if one of our doctors attends the PPG, that it is not for members to bring complaints or to be unreasonable with comments or attitudes.

Emmerson also said that he will request this via the Practice Manager although members need to remember that they may not be able to attend due to running a surgery on the day.

7. Emmerson notified members that Frizinghall Medical Centre is now affiliated to National Association for Patient Participation (N.A.P.P), its aims to promote the role of Patient Participation Groups as participants in decision making within the NHS.

There website is: <https://www.napp.org.uk/>

8. Emmerson informed the group that he was looking at a new way of working for the PPG, having a committee, which meets not less than 4 times a year and have PPG big meeting twice a year.

Next meeting: Thursday 21st February 2019 at 4:20pm

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