

## **Peel Park Surgery Minutes**

### **Patient Engagement Group Meeting**

**Date: Tuesday 2<sup>nd</sup> December 2014**

**Time: 1PM TO 2:30PM**

**Present:** Anita Gray PPG champion, Nazam UI Hasan PPG champion, Marilyn Foster (Self care ), Wendy Thompson Bradford Telecoaching, Mrs JC PPG member, MRS MP PPG member, Mrs KA new PPG member,

**Apologies:** Sophia Butt practice manager, Mrs AC, PPG member, Mrs JC PPG member, Mr MK K, PPG member, Mr MY PRG, Mrs Mrs JC PPG member, Mrs FA PPG member.

#### **Introductions:**

Introduction of new practice engagement champion was made .Anita Gray and Nazamul Hasan are the new engagement champions. New PPG member is introduced.

#### **Practice Priorities:**

Anita explained about promoting Self care in the practice and running group sessions from January. She is making patients aware of the services being run at the practice and explaining to patients how demand is increasing for appointments and educating patients to self manage minor ailments such as coughs and colds to free up appointments and to attend the pharmacy first scheme. Anita advised that there was lots of information available that engagement lead members could give to patients in regards to self care and how to treat minor ailments and it as the community pharmacy is already involved in treating minor ailments. Anita is also giving information in regards to healthy eating and promoting weight management. Patients are encouraged to make use of the services that are available.

Anita is currently organising the open days for the practice. She is also making more patients aware and showing the use of self check in screen to reduce pressure at receptionists. Anita explained how FFT is currently being introduced from December and is contractual for GP practices. FFT questionnaires are currently given to the patients to fill out.

Practice would welcome more patients to join in the PPG group to meet demands for all age groups. Posters and messages are currently being sent to promote patient engagement and join in the PPG group but have not had any patient interest as yet.

Patient suggestion box has been placed in the waiting room for any patients suggestions. The practice welcomes the patient feedback and suggestions to improve our services.

Practice recently had CQC inspection recently and the CQC team was pleased with all aspects of practice's achievements. The report will be available in 4- 6 weeks.

**Patient Feedback:**

Patient feedback was positive on the whole and the PPG group felt that the practice is meeting their needs. Both Mrs MP and Mrs JC agreed that Dr Jha and the staff are doing a wonderful job in the surgery and have no complaints.

AOB : Customer care Training has been introduced and practice reception staff will be undertaking the customer care training in order to improve access and patient engagement throughout the city.

Date of next meeting: In April 2015 TBA by PM / engagement champion lead