

## Minutes of the Patient Group held on Tuesday 13<sup>th</sup> March 2018 at HHWB (Allerton)

### **Present:**

Adeeba Malik (Today's Chair)  
John Stone  
Fred Stone  
Jennifer Hattersley  
Anthony Willoughby  
Tommy Cummings  
John Samuel  
Sandra Shallcross  
Wilma Nichol – Patient and Practice Health Champion

Sharon Barraclough – Business Development, Enterprise and Finance Manager HHW  
Rebecca Hanson – Assistant Business Manager HHW  
Dr Arlene Raw – GP HHW – Clayton  
Karen O'Rourke – Administration Hub Manager

### **Apologies:**

Barbara Blissett - Clayton  
Kathy Bairstow - Allerton  
Carol Lynch (no longer attending)  
Tee Ludkin-Yoxall - Clayton  
Marion Le Pla – Allerton  
Alexandra Matthews - Allerton  
Olga Green – Clayton  
Councillor Richard Dunbar  
Councillor Sue Duffy

**Matters arising / Minutes of the last meeting** – these were accepted as a correct record.

A brief discussion was held regarding Extended Hours. Beccy had previously asked the Group for their thoughts on what extended hours provisions we should provide moving into the new financial year in April 2018 when the Practices merge contract. It was hoped that this would have been discussed in the January meeting but this was unfortunately cancelled due to the bad weather. It is proposed from Tuesday 1<sup>st</sup> May patients from each practice will be offered appointments across the two sites. There will be extended hours across both sites to include early mornings from 7am and late evenings. Specific details will be communicated shortly. This will be a pilot and if it is found not to be working will be looked at again.

**Action: RH asked the group if they had any ideas to feed back to her as soon as possible**

### **3. Nominations for Co-Chairs**

It had been agreed in the meeting held on the 14<sup>th</sup> November 2017 that we should appoint Co-chairs in the respective sites. John and Adeeba are happy to continue to carry out these roles but the Group were asked to advise Beccy if they would like to be considered for these roles. If there are a number of nominees a vote will be held.

**Action: Individuals to inform Beccy by Friday 13<sup>th</sup> April 2018**

#### **4. Appointment of Secretary**

It was all agreed that we should appoint a secretary and if possible from the respective sites. Antony offered to do this in the first instance.

**Action: Antony**

#### **5. Frequency of meetings – from bi-monthly to quarterly**

It was agreed that the meetings would change from bi-monthly to quarterly. They would continue as lunch and evening meetings on an alternative basis. There may be adhoc meetings arranged if required periodically through the year.

#### **6. Patient Survey Results**

These results were handed out at the meeting. There were a total of 187 completed responses taken throughout November and December 2017. The Practice is going to look at how we can increase the number of responses we get and various solutions are being considered.

**Action: Beccy to look at what incentives we could potentially use ie names put in a draw for an amazon gift voucher**

#### **7. Update on the merger**

##### **a. Phone lines**

The Practice landlord has had to sign documentation with our providers Virgin. This has now been signed off and Virgin are now progressing with the fibre line at Allerton. Beccy now has contact with a director at Premier (telephone provider) to move any issues forward. The fibre line should improve access across the sites. The Practice is going to look at peak times and see if more cover is required. The teams are also going to be given Call handling training which will ensure consistency across the sites.

There are some current issues with patients cancelling on-line appointments at the last minute and this will be looked at post merger once things have settled down.

**Action: Beccy to continue to manage phone issues including looking at cancellation of last minute online appointments.**

##### **b. Staffing**

Leavers have been Bronte (Practice Nurse Manager) and Aneela (Patient Services Administrator). We would like to welcome 3 new members to our team, Chai Loh an Advanced Nurse Practitioner who works across both our Clayton and Allerton sites, Diane Le Clercq our Patient Services Administrator and finally Karen O'Rourke, Administration Hub Manager.

##### **c. Appointments – feedback on new system**

These changes took place in September 2017, and feedback was mostly positive from the Patient Group, and patient friends and family test.

**Action: Further feedback to Beccy**

**d. Pre-dated Prescriptions**

Communication was handed out at the meeting explaining the changes. From April 2018 we will be issuing regular medications (repeat prescriptions) automatically, this means patients will no longer need to contact the Practice to ask for them to be re-prescribed. This is something that Allerton already do and so will impact mainly Clayton patients. Irregular prescriptions will still need to be reordered. The practice will also have additional Pharmacy support across both sites.

**e. New Patient Information Screens**

Currently the TV screens in the waiting areas at both sites are not utilised as we would like them to be. Going forward at both sites they will display patient information including subjects such as Pharmacy, Selfcare, Baby clinic, National Campaigns including NHS Education. We are hoping by mid April we may start to improve the information shared to patients, through the implementation of the screens.

**8. Launch Event**

We are not ready to hold the event because of the all the merger preparations etc. If we do decide to have a Launch event it would be more appropriate in the summer. This will be re-discussed at the next meeting.

**9. Any other business**

- Fred highlighted that irregular prescription items are not shown on our website

**Action: Beccy to look at Freds records**

- It was mentioned that the Patient Group Board at Allerton has not been updated

**Action: Beccy to ask Kirsty to look into this**

- We need to look at ways we can get more members to join the Patient Group

**Action: all to come up with ideas of how we can generate new members including asking Councillor Richard Dunbar and Councillor Sue Duffy on if they can assist us in gaining more members. We could also put something on the new Patient information screens.**

- GP Access Plan 2017/2018 – updated 31.3.18. Handed out to everyone

**Action: all to read and comments to Sharon by Monday 26<sup>th</sup> March.**

- Adeeba updated the group on a new opportunity coming to Bradford in the form of ‘health issues which impact on learning for children’ and how this can be improved. Adeeba is to be on the board of the new group which is to be set up. Please see the link below for further information.

[https://www.gov.uk/government/uploads/system/uploads/attachment\\_data/file/674941/Social\\_Mobility\\_Delivery\\_Plan\\_Bradford.pdf](https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/674941/Social_Mobility_Delivery_Plan_Bradford.pdf)

**10. Date and time of next meeting**

Tbc – it will be a lunchtime meeting in late June or early July, at Clayton.