

Clarendon Medical Centre

Patient Engagement Group Minutes of meeting

Thursday 3rd December 2015 – 5.30pm – 6.30pm

Attendees: Dr Waheed Hussain, Mohammed Salim Khan, Rizwana Shaheen, Marcela Livingston, Ali Asghar, Mohammed Arif Khalique, Bushra Begum, Anna Maryanska, Sajed Hussain.

Apologies: Qasim Alizai Khan, Nahida Khalid, Majid Khan, Saeed Khan, Fredrick Morris, Mohammed Ramzan, Juraj Tanco.

The group started off by introducing themselves to the new members that had joined.

1. Review of last minutes 06.10.15

Practice leaflet to be sent to PEG members still in progress

2. Bradford Beating Diabetes (BBD) Update

MSK gave the team an update and background of the BBD programme. He has now attended a 3 day course which now allows him to hold 2 sessions per week of delivering sessions on how patients should beat diabetes. He has been allocated an area in Clayton where he can deliver these sessions.

He also mentioned the role will become a national project.

3. Healthy Lifestyle update

MSK gave an update on Healthy Lifestyle and how he is willing to do sessions lasting 1 hour every 2 months at the surgery. Although he felt there wasn't a great turn out the last few times he had done this.

The group suggested

- Patient's to be referred directly from the GP
- Booked slots for a better turn out

Sessions will include diet and what patients should eat for a healthier lifestyle.

4. Update of Independent female Prescriber

DR WH/RS gave an over view of the prescribers times and days. She is currently working Friday afternoon and possibly to extend more hours in the future.

DR WH also mentioned we have a female nurse HCA and student nurse on board.

Discussions took place of why we are facing challenges for female practitioners to stay long-term. DR WH advised several reasons i.e. Marriage, patient population not easy to work with, flexibility of working as a locum.

5. Triageing Patients (Dr's First Model)

DR WH explained the process of triaging patients and how we are piloting telephone triaging process as follows :

- Patients call at reception
- Reception takes a detailed on call message advising the patient they will be triaged via telephone first by a GP and if they need to be seen face to face a GP will give these options.

We will look at prioritising the following:

- Long term conditions i.e. diabetes, asthma etc
- Mental health
- Palliative Care (end of life)

DR WH stated he has a few issues getting through to patients when he is calling them back.

The group suggested specific times to be given to the patients to expect a call back. At the moment we have a response rate of 3 hours and very urgent 1 hour.

The group emphasised on exact times for a call back, which will reassure the patient.

6. First Aid Training

RS made the group aware of First aid training that is available for the patients. Priority being the Patient Engagement Group.

7. AOB

MAK suggested a walk in clinic for under 5's

A few other ways of engagement with patients discussed by Dr WH and the team, which we will be looking at.

Intent web browser

- Looking at a simple care plan for patients with mental health.
- Looking at religion and different aspects of life.

Community Shield

Holding an event for the community. Inviting our patients and other patients from other practices to promote self care services that will help the community. This will mean working with voluntary groups i.e Sharing Voices, Carer's Resources, and link with local mosques, local schools.

The group highly recommended the above. Influence is a big thing and will turn patients to us. Target being all patients but especially patients in ages around 30-40 year olds and teenagers.

Self Care Week update given by RS

Posters were put out around the surgery. Patients looked and enquired about this at reception.

Discussions of email sent by MK took place with the team. Police in Bradford are investigating several reports of school aged children being approached in suspicious circumstances by unknown men.

AM asked for more information on female/men health risks, her query was how the surgery are promoting services , RS explained leaflets, posters, individual consultations with GP's.

MAK recommended an SMS service to promote new services. Such as 'did you know we have'

Action Points:

- First Aid Training
- RS to look at doing a self care event within the community.
- Updating the website