

PPG Meeting Minutes - 24/01/2025

Attendance:

Tim G, Alyas K, Rana A, Denise B, Sandy M, Margaret G, Betty S, Michael B, Sheree G, Nibah, Irene B, Fiona P, Hannah L, Anne B

Key Updates:

Practice Updates:

Ridge:

- Government funding uplift discussions ongoing.
- New telephone system installed in December - positive feedback on callback service.
- Care navigation team consultation underway regarding working patterns.
- Patches help desk service being reintroduced with planned slots.
- NHS app promotion campaign planned with Bradford Council.
- Trial with Cancer Trust for free bus tickets for 2-week wait referrals.

Parklands:

- AI dictation system Heidi being used to help clinicians.
- Following collective Action same as Ridge.
- Looking to have a new phone system soon.

Wibsey & Queensbury:

- New GP registrars and patient service advisers settled in.
- Using the new AI function on patch's which they have found helpful.
- Positive feedback on front desk staffing levels.
- 3 new members to come join the PPG.

Community Activities:

- Knit & Natter: Addressing language barrier challenges. RA to look for Urdu Speaking people to interpret.
- Walking groups: Varying attendance (8-23 participants) looking into longer walks now the weather is getting better.
- Healthy Choices sessions planned for April, to confirm with Liz and AK a date.
- Reading Aloud: Sessions at Cooper Lane and Springfield have only managed to do 1 session this year due to sickness and bad weather.
- Friends of Westwood Park: Greenhouses installed; wheelchair access being developed.
- Chairobics: 18 attendees need to have both TR1 and TR2 due to space needed.

Social Prescribing:

- Plans to establish drop-in sessions in cafe.

- Focus on providing informal support and chat opportunities.
- Collaboration with existing community initiatives

Practice Management Discussion:

- Detailed overview of practice manager responsibilities
- Staffing and resource management challenges
- Discussion of complaint handling processes
- IT systems and administrative procedures
- Patient communication strategies

Next Meeting: 21/03/2025 at 10:00

Ridge Medical Practice

Training Room 2