**Hillside Bridge**



**Saturday 7 March 2020**

**Attended** –; Dr Usman Akbar, GP Lead, Mohammed Shaid, Business Manager and Practice Manager; Vikki Hunt, Patient Engagement Leads & HA Patient Engagement Lead; S Hussain, Lead Nurse;

**Patients**: 9 Patients Attended

**Refreshments provided.**

**Welcome**

The meeting opened at 10am by MS who thanked everyone for attending.

This was a second meeting held regarding the proposal of moving from the Barkerend Surgery to Hillside Bridge.

The patients that were present had received their questionnaires and advised they had returned them at the surgery.

**Consultation Period**

VH & HA our PPG leads together with MS explained to the patients present the rationale of the move from the Barkerend to Hillside Bridge. They went through the full proposal on why the decision had been made in regards to the proposal. MS talked about the increase in services, which would enhance patient experience as there would be more a bigger an efficient team to deal with all aspects of patient care. It was a lively meeting with refreshments and a continental breakfast for those patients who wanted it.

Dr Akbar also shared his views on why he believed the proposal would be good for patients at Barkerend.

The meeting was to assure our patients of a full transparent process.

Out of the 9 patients attended over 77% were positive and welcome the proposal.

Points re-iterated

* More patients would like to see Dr Akbar. MS advised Dr Akbar is now seeing patients via on-line booking via SystmOne. Patient MY stated he had booked via the system without any issues and welcomes this.
* Continuity of clinical cover no change in GP cover.
* Choice of female clinicians
* In house funded consultant led weight management service
* More Clinical face to face appointments
* Consultant Led clinic -Dr Rehman is now available at Hillside Bridge
* Smoking cessation offered at Hillside Bridge
* Well-being college appointments
* Push Doctor & E-consultations offered
* Same nursing team & admin team
* Increase in Nursing/ Health Care Appointments
* More admin staff to deal with patient queries
* Better Premises & Safe
* No reduction in services