

Chrisp Street Health Centre
Patient Participation Group (PPG) Meeting Minutes held on:
10th October 2017 @ 13:00pm

1. Introductions & Welcome

Chair – Gordon Joly (patient)

Minutes – Shanaj Begum, Reception Manager

Attendees

Patients: Mary Barclay, Evelyn Wasdell, Rejaul Miah,
Mike Elston

Pharmacist Shahed Uddin (Lansbury)

Staff: Alison Smailes (GP); Simon Robinson (Practice Manager), Shanaj Begum
(Reception Manager) Mike Casey (GP)

Apologies

Lillian Leonard, Sandra Chalmers, Oliver Lynton

2. Minutes of Meeting

Shanaj will be taking over the PPG meetings from Simon.

Discussion about PPG meeting held at lunchtime- not convenient for everyone.

Gordon explained that we have a combination of lunch time & evening meetings.
Those that cannot attend, that's fine.

3. Pharmacy First

Shah (Pharmacist) from Lansbury spoke about Pharmacy First and gave further information regarding the service.

Patients who are exempt from prescription charges, benefit from this service. If they have had medication for the same ailment twice in six months, they will be referred to the GP.

The patients are issued with a Pharmacy First card.

Pharmacist also advises patients who try and get more than two supplies on their card, to get in touch with NHS direct, go to the walk-in Centres (St Andrews open till 6pm & Barkantine open till 8pm) for further advice.

Shah has agreed to provide the practice with a list of all the ailments covered and the medications dispensed by the pharmacy.

4. Text messaging update

The group has been informed that we have a text messaging service, which is a combination of the old and new system, which has been provided by the CCG. This service sends a message 24hrs prior to the appointment, patients then have the option to text back 'CANCEL' if they wish to not attend the appointment.

(Gordon suggested this could be improved by saying TO CANCEL YOUR APPOINTMENT, but we may be limited for character space).

Once a text message for cancellation is received, it is automatically updated on the appointment system. It also sends an email confirmation to Shanaj as well as the reception team. The messages that have failed to send, due to the number being invalid is also emailed. Reception staff then action this by putting pop up messages on the patients record to update their details.

The survey is also an addition to the text messaging service. This contributes towards the Friends & Family survey.

Members discussed how the messages were being received; Ms Flu and Ms Phlebotomy etc... as the system is linked to EMIS it will appear the way it is set up on our computer systems.

The way the flu campaign was advertised in Co-op and in the market was a good way of promoting it.

5. World Mental Health Day

Mike spoke to us about World Mental Health day. Informed us about MIND website run by patients with Mental Health. <https://www.mind.org.uk/> (Please see attached document for what we discussed for World Mental Health day).

Mike reassured the group that anti-depressants are safe to take. We also discussed the difference between passive suicide and active suicide.

Shah also informed us that training will be provided for local Pharmacists regarding patients with Mental Health issues and those that are suicidal. Mike mentioned that other first contact organizations play a very important role such as the Samaritans.

6. Health Visitors

Simon informed the group that there is a proposal to centralize the health visitors for them to move to Docklands medical Centre in Isle of Dogs. We are challenging this as having the health visitors based on site has its advantages such as; baby clinics, health checks, safe guarding issues, home visits and other services too. We came to an agreement to receive support from the PPG to keep the health visitors on site.

7. Health watch report

The report was based on patients who attended appointments at Barts, not individual surgeries. If the surveys were done at individual practices, the outcome will have varied.

8. PPG

Members to be more proactive. Several ideas about how to promote the group; for example, when patients complain, or they have issues regarding the practice, maybe have a PPG champion, showing patients how the group benefits them, also reception champions. It was agreed there could be more sessions with PPG members manning our promotional stand in the waiting room, e.g. 1 session per week.

Shanaj is investigating whether a virtual PPG group can be formed through our website with Dr Bhatti.

Gordon suggested that the practice update should be put on the agenda and the Friends & Family survey should not be based on percentages rather numbers.

Next meeting: 16th January 2018 @ 6pm