

Chrisp Street Health Centre
Patient Participation Group Meeting Minutes held on 12th January 2016
18:00 – 19:20 hours

1. Introductions & Welcome

Chair & Minutes – Simon Robinson, Practice Manager

Apologies – Oliver Lynton, Dr Khwaja, Maria Razack, Paul Pierre-Louse, Ripa Begum

Attendees Name / Role		
Bill Colverson, Patient	Patricia Thomas, Patient	Simon Robinson, Pr Mgr
Jeremy Lynton, Patient	Sandra Chalmers, Patient	
Gordon Joly, Patient	Chris Ley, Poplar & Limehouse Network	

2. Minutes of Meeting 20-10-15

Agreed as correct record.

3. Update on the Poplar & Limehouse Network and Tower Hamlets GP Care Group

Chris Ley, Director of the Poplar & Limehouse Health & Wellbeing Network attended to give a presentation and update on the Networks's activities (see Appendix A for slides)

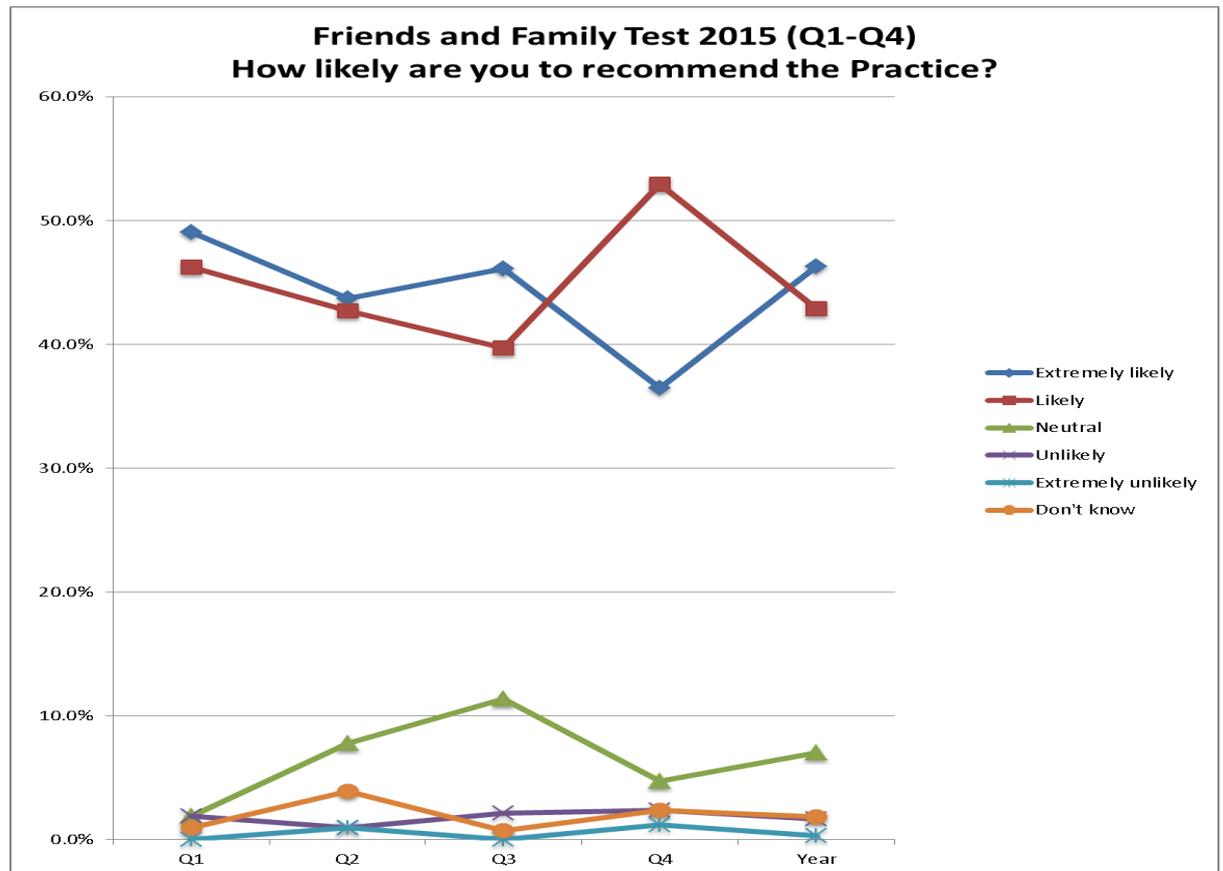
- The Network has been established for 7 years and comprises the 5 practices in the local area (Aberfeldy, Limehouse, All Saints, Gough Walk and Chrisp Street)
- The Practices work together to deliver a number of services and targets, e.g. anticoagulation, childhood immunisations, diabetes care.
- The Network employs a team of health trainers who patients can be referred to for various healthy lifestyle initiatives, e.g. stop smoking, healthy eating, exercise and sport. The Practice refers many patients to the Network for these services, especially the "Fit for Sport" initiative. Other network staff work at practices to deliver care such as the NHS Health Check
- The Network holds educational classes and events for NHS staff working locally, and has lots of contacts and links with the Council and voluntary groups in the area such as Neighbours in Poplar.
- The CCG recently formed a new organisation called the GP Care Group. All Practices in Tower Hamlets are members. The Care Group is able to bid for contracts for local services like phlebotomy (bloods) and community services such as the health visitors.

3. Practice Update

Simon gave a Practice update – see Appendix A.

4. Friends & Family Survey – Full year feedback for 2015

Simon reported that during 2015 the Practice had maintained a high recommendation rate from its patients. 90% would either highly recommend or recommend the Practice. During the year 435 patients had responded to the survey (approx. 3% of our population)



5. Health Watch Update

Bill reported that Health Watch had developed an app. for patients to give feedback about Practices. It was agreed this could be linked on our web site when ready.

6. PPG Next Steps

Simon reminded the group that the next meeting would be a lunchtime meeting. The aim was to vary the times to attract younger members to attend the group and people from a wider range of ethnic origins.

The issue of the future development of the PPG is unclear as so far no member has volunteered to Chair the group. Those present said they would consider this role. Simon will retain the matter on future agenda for discussion. We will also need to see how external factors, such as a national PPG structure discussed by Bill at the previous meeting will impact on how we run our PPG.

8. Date of Next meeting – Tues 14 April 2016, 1pm, then:

Tues 12 April (1-2pm)

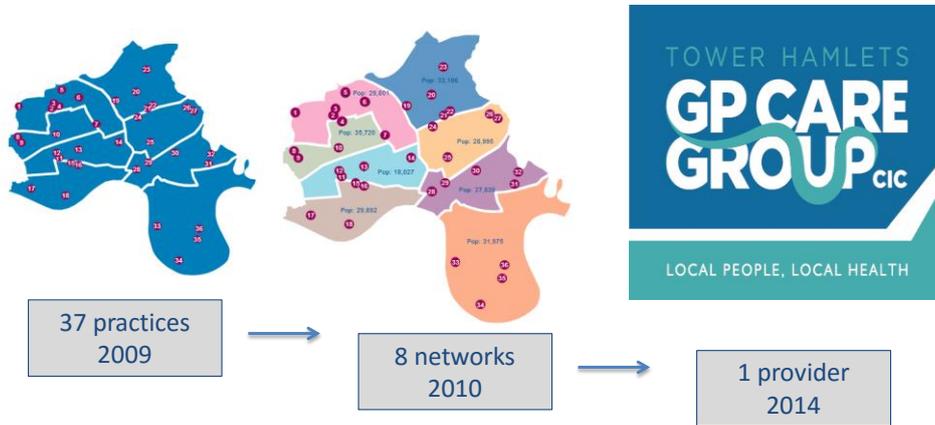
Tues 12 July (6-7pm)

Tues 11 Oct (1-2pm)

APPENDIX A – NETWORK PRESENTATION

The Creation of Networks and One Federated Provider in Tower Hamlets.

Chrip St Patient Participation Group 12.01.16

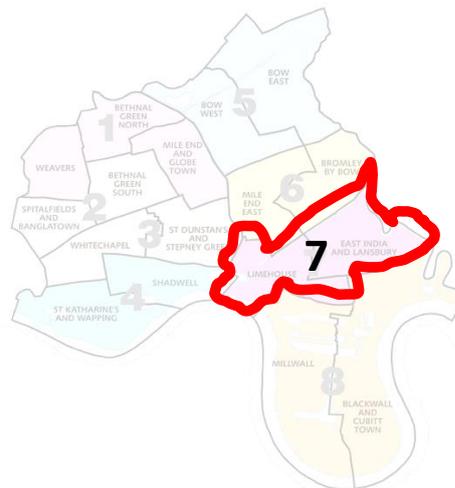


Mission: Tower Hamlets GP Care Group is led by local GPs and aims to provide innovative high quality, responsive and accessible health services.



Poplar & Limehouse Health & Wellbeing Network CIC

- Aberfeldy Practice
- All Saints Practice
- Chrip St. Health Centre
- Gough Walk Practice
- Limehouse Practice





Poplar & Limehouse
Health & Wellbeing Network CIC

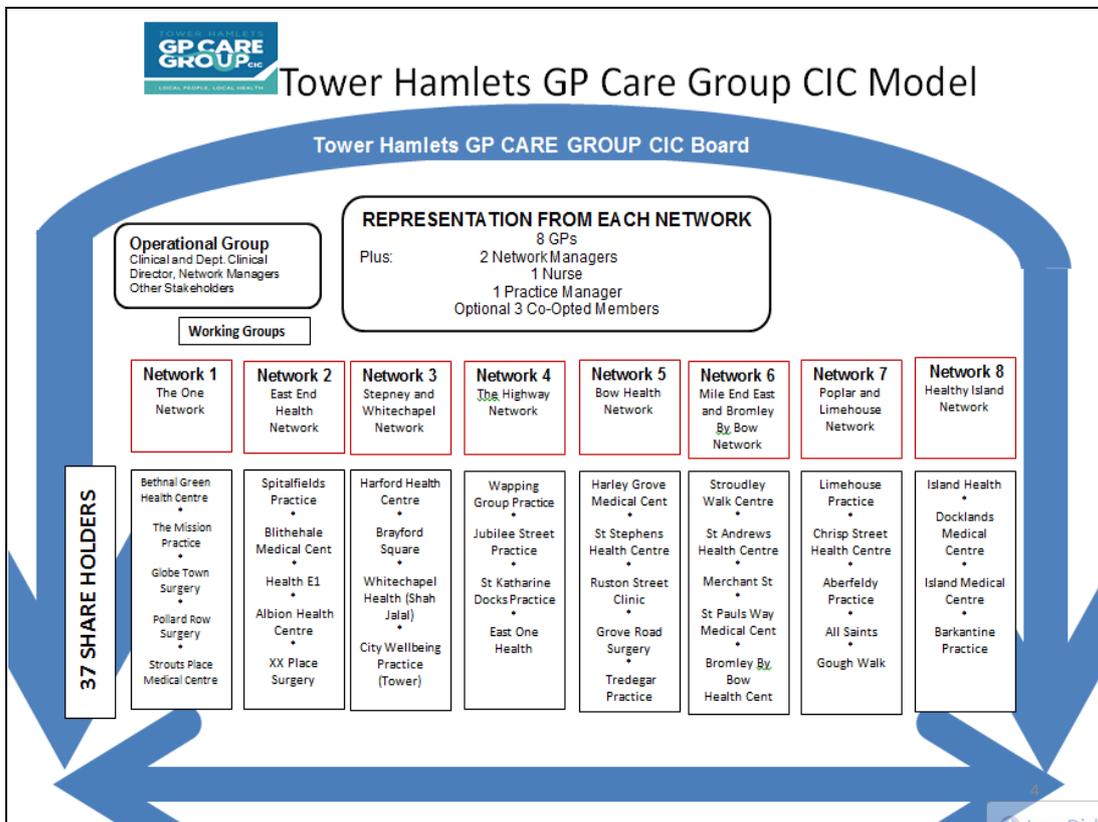
**What
Networks are
we delivering ?**

**£1.3million
(P&L) last year**

- Immunisations and Vaccinations
- Minor Surgery
- Phlebotomy
- COPD
- Sexual health
- Anticoagulation
- Diabetes
- NHS Health Checks
- Hypertension
- CVD
- Integrated Care
- Healthy Life Styles (Smoking)
- BCGs
- Managing Drug Misuse
- Alcohol Screening
- Referral Management
- Mental Health Programme
- Calprotectin
- ECG
- Health Trainers

**Second
biggest
income
generator
for
Practices
by 2014**

Poplar & Limehouse Health & Wellbeing Network CIC





Successful bids/programmes so far:

- Surgical After Care Bid
- Phlebotomy Transport Project
- Practice Website Procurement
- Prime Minsters Challenge Fund
- CEPN Training Programmes
- Open Doors Nursing Team
- Vanguard Status (with THIPP & THCCG)

Major Partnerships so far:

•Lead Organisation in Tower Hamlets Integrated Provider Partnership (THIPP)
(with BARTS Health, London Borough Tower Hamlets & East London Foundation Trust).

•Tower Hamlets Community Voluntary Services

•Health Education North Central and East London

Currently Bidding for:

TH Community Health Services
(with THIPP)

Health Visiting

Partners in 3 others

APPENDIX B - PRACTICE UPDATE

PRACTICE UPDATE

Staffing

- Drs Robson and Boomla are permanently retiring from the Practice from 1 April 2016. They are currently semi retired and only work one session a week apiece.
- An advertisement for a new GP will go out shortly
- We have a new management trainee – Dimitar Pisanov – who joined in November. Dimitar's responsibilities include Premises, Appointments, Compliance and our web site/social media/newsletter.
- Our rolling programme of apprentices continues. Our latest Shanara joined us in November.
- We were congratulated by the CCG on our retention of staff. Aside from GPs and cleaners, we have not needed to advertised for an existing post since 2012.

Premises

- There is still no update from the Council concerning our bid for Section 106 monies to convert our cleaning store into an accessible toilet.
- Dimitar has worked full steam ahead on various premises matters including Fire and Legionella Risk assessments, Roof repair, Aircon repair, new operator chairs in Reception
- Health Pod installed in the waiting room. Aim is for new patients to use, and those needed quick BP checks, e.g. for contraceptive meds, medication review etc. The data goes directly to the patient record and the GP is alerted about any out of range readings (eg BP, BMI etc)

Services

- Urgent Care - From 1 January 2016 we re-branded our Triage Clinic (On the Day Service) as Urgent Care Clinic. This is to prioritise problems that need dealing with urgently, and avoid routine enquiries being dealt which could be dealt with through other means, e.g. patients ordering their scripts in the correct manner; or following up on ongoing problems.
- Prime Ministers Challenge Fund – via Urgent Care we are able to offer evening and weekend appointments at 4 local hubs in Tower Hamlets: St Andrews, East One Health, Barkantine and Blythehale in Bethnal Green. Nurses appointments at the hubs can also be booked via reception (but only for certain procedures)
- Flu - we have had a difficult flu season. The warmer weather has kept patients away. Also many patients have received via pharmacies. To date we have vaccinated approximately 67% of our target over 65's so far (target 70%). However we have vaccinated lower than usual numbers of patients with long terms conditions and pregnant patients.
- Alcohol clinic - The venue has become a network service and switched to Newby Place.
- Phlebotomy service - the Network is running a every Saturday morning which our patients can attend.
- Health visitor team has expanded from 2 to 10 ! This is great recognition of the high local birth rate and large numbers of younger patients we treat.

Local Initiatives

- Expo - The Network is holding an expo in the market place on Friday 12 Jan. Details attached
- DIY Health PLT session – the CCG is holding is going to be held at The Idea Store in Canary Wharf on 14 January 2016. This would be open to members of our PPG: This workshop is for anyone interested in supporting local people as groups or individuals, to take charge of their own health, using co-production.