

Chrisp Street Health Centre
Patient Participation Group Meeting Minutes held on 12 July 2016
18:00 – 19:15 hours

1. Introductions & Welcome

Chair & Minutes – Simon Robinson, Practice Manager
Apologies – Maria Razack, Patricia Thomas, Sandra Chalmers, Ripa Begum, Oliver Lynton

Attendees Name / Role		
Jeremy Lynton, Patient	Bill Colverson, Patient	Simon Robinson, Pr Mgr
Lillian Leonard, Patient	Mary Barclay, Patient	

2. Minutes of Meeting, 12-4-16

Agreed as correct record.

3. Matters Arising – Format of meeting

Simon reported this was the third successive meeting of the year with low attendance. Simon will write to members to see if people wish to continue membership and reasons for not attending the meetings e.g. timing, content. We could also consider looking at virtual solutions, including twitter and facebook.

3. Practice Updates

Premises – Section 106 Funding from the Council. The Practice is running out of space. We were not successful in securing plans to expand our premises last year. Jeremy proposed that the PPG sends a letter to the CCG expressing concern about Chrisp Street being overlooked. Members enquired whether we could involve Poplar HARCA when they redevelop the marketplace. But there are complexities around the building at 100 Chrisp Street which is currently owned by the GP partners.

Holding clinics at Newby Place – one option for getting additional space is to hire rooms at Newby Place Health Centre and to hold some clinics there. Members were not keen on this option. Feelings were that it may de-personalise care. Patients have an emotional response to their

practice and its premises. Patients may tend to do what they want rather than what is accessible. Any changes would need careful explanation to patients.

Online access – Low uptake to date. PPG feel that that not enough patients know about it and may need more publicity.

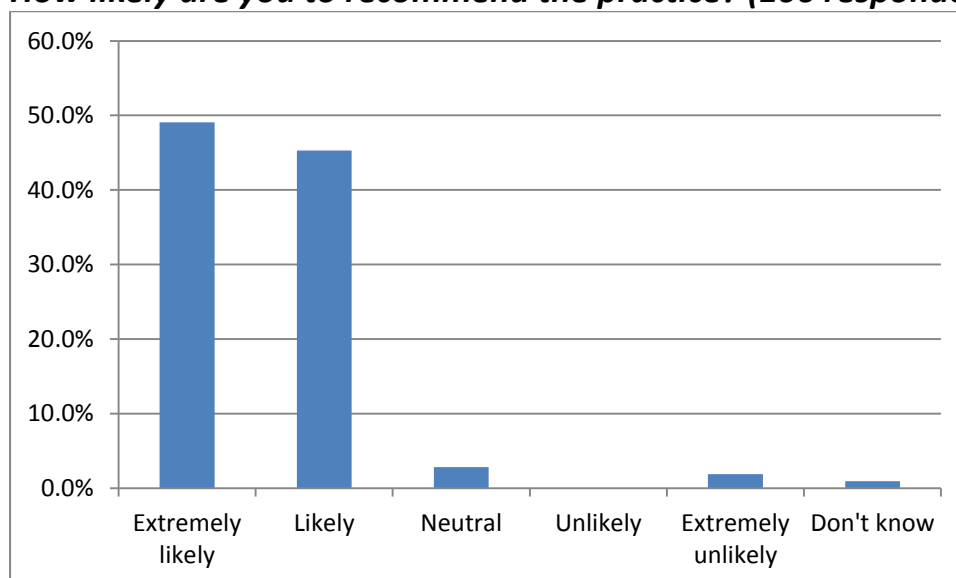
Hub appointments – one way the CCG wants to improve access to GPs is through its four “Hubs”. These are four Tower Hamlet practices that offer evening and weekend GP, Nurse and Pharmacist appointments. The Hubs are funded through the Prime Ministers Challenge fund.

CQC Visit on 1st June 2016 – Simon thanked everyone who attended the assessment visit. The assessors seemed impressed by how much the PPG members liked and supported the Practice. We are awaiting a response from the CCG which will include our rating. Bill noted that if CQC finds problems in an inspection, they tend to get back to the provider very quickly, e.g. care homes.

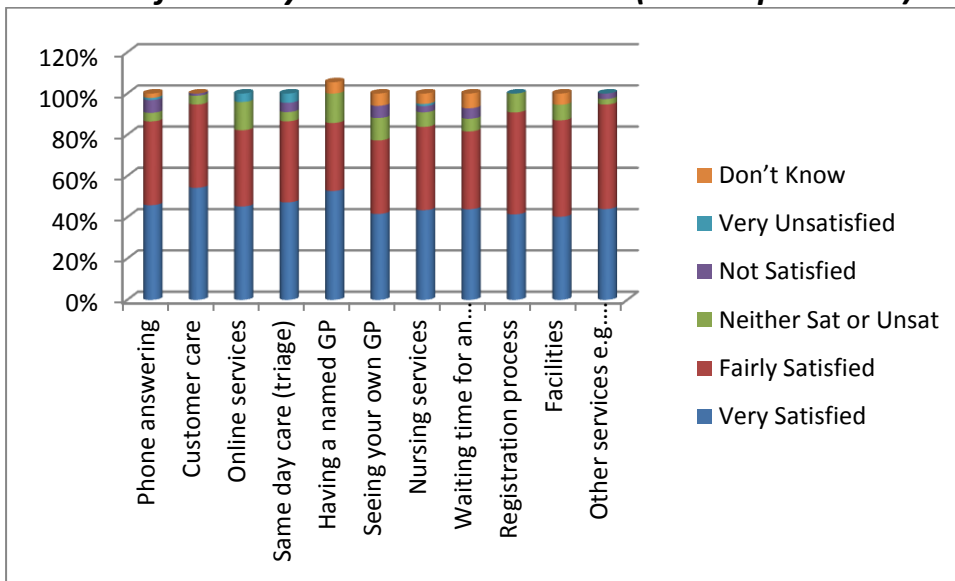
Friends & Family Survey Data

Quarter 2 stats (1st April- 30th June) were fairly static and in line with previous quarters

How likely are you to recommend the practice? (106 respondents)



How satisfied are you with our services? (106 respondents)



Date of Next meeting – Tues 11 October 2016 (1-2.30pm)