

Patient Participation Group (PPG) Meeting held on 17th April 2017 at Chrisp Street Health Centre.

Present

Patients: Lilian, Anthony, Mary, Paul, Carol, Pat, Evelyn, Ann

Staff: Simon Robinson Practice Manager, Lucy Dogley-Darani Head of Reception and Patient Experience, Alison Smailes, GP

Apologies: Sandra, Reza, Oliver, Mike, Jeremy

Matters Arising

- All Saints Practice has now closed and most patients have been transferred to Gough Walk. 200 patients have come to CSHC out of the anticipated 1000.
- GP at Hand protest was held but it was agreed that it was not well organised.
- Mike had emailed to say he'd spoken to the local Healthwatch CEO who confirmed they too are actively concerned about the issues posed by GP at Hand and that Healthwatch Tower Hamlets are involved in joint workshops with GPs and the CCG to look at how to respond locally. The idea, apparently, is how to develop a local offer that is more attractive than GP at Hand that ensures that people get the local care but with the added convenience.
- Members of another Healthwatch in London, I hear (I don't know which one), are challenging GP at Hand under false advertising legislation, and the team in TH are supporting them.

Practice update

- There are currently 14,800 registered patients at the practice and that represents an increase of 500.
- The bid to build 2 extra clinical rooms and toilets has been put on hold by the council due to constraints about the sorts of projects they will fund. The PPG agreed for SR to write to the CCG to express their concern.
- The practice will be getting an in house pharmacist who would deal with medication queries, minor ailments, change of medication and new drugs for patients. This will take off some of the work load of the GPs.
- Patients are being encouraged to sign up to getting their prescriptions sent electronically to a local pharmacy. The aim is to eventually phase of paper prescriptions.

Urgent Care

- The Urgent Care service which currently runs 8.30-6.30, Monday-Friday, is being reviewed at the moment. There is a lot of pressure on clinicians providing access to urgent care and increasing demand. One proposal is that we limit access to this service by putting limits on the times patients can call. During these times, reception will signpost appropriately.
- Members suggested the practice could look at increasing the number of phone appointments with patients' own GP.
- Some patients expressed concern as to how a receptionist can identify a medical emergency.

- SR explained that training will be provided along with a clear guidance and a good infrastructure in place. This will include guidelines on what emergencies are and signposting and educating patients about the use of pharmacies.
- PPG agreed we did not need a TV in the waiting area. However some patients would like to see a bigger display screen for the waiting room with more information about the practice rather than the news and a change in the pace as the pages change too quickly on the current powerpoint presentation.

Practice Quality Improvement (QI) Programme

Paul, Carol, Pat and Evelyn would be interested in participating.

Tower Hamlets KONP- Changes in the NHS

Agreed we should invite the Group in. A date will be set for a separate meeting to discuss.

PPG Awareness Week

4-7 June. Members sought to cover the stand in reception and talk to patients. Simon has sent round a doodle poll. Please complete this and add the times you would be able to help.

NHS' 70th Birthday

The NHS' 70th Birthday is 5th July. SR will send everyone the link of what other practices are doing and the PPG can decide.

Jolly's Green Open Air Gym

Suzie Chrome of Tower Hamlets Council gave a presentation of the open air gym which is held in parks and has supported sessions with a trainer.

There were suggestions to have a programme for young people and use the GP practice as a meeting point. Suzie will provide the date when the outdoor event is taking place. A launch event is planned for 28 August, 11am – 4pm.