

Chrisp Street Health Centre
Patient Participation Group Meeting Minutes held on 15th July 2014
18:00 – 19:15 hours.

1. Introductions & Welcome

Chair & Minutes – Simon Robinson, Practice Manager

Apologies – Anthony Murphy, Patient

All present introduced themselves. Simon explained that Janet had left achieving a promotion to Practice Manager at nearby Gough Walk Practice. He had taken over as Chair of the Group and Drs Khwaja or Smailes would be the GPs who regularly attend during Dr Rawesh’s maternity leave, as well as one of the senior receptionists.

Name / Role	
Mike Elston, Patient	Kina Avebury, Patient
Julia Longbottom, Patient	Mary Barclay, Patient
Oliver Lynton, Patient	Dr Faz Khwaja, GP
Lilian Leonard, Patient	Ripa Begum, Senior Receptionist
Bill Colverson, Patient & Healthwatch rep	

2. Last Meeting follow-up

- Diabetes Day held recently, organised by the Poplar & Limehouse Network teams in the market place with blood pressure and fingerprick testing for blood sugar. Nurses from Chrisp St had helped. Verbal consent had been obtained from patients and results handed to the patient on the spot. If results were out of range, patients were asked to follow up with their GP.
- Suggestion of doing more testing during Ramadan. Faz explained that patients are fasting at this time which could affect results, and would also be unlikely to consent to blood tests at this time. Agreed a positive approach is for local GPs to continue working with the mosques in the delivery of health messages.

3. Local Funding Update & GP Cares Campaign

- The Group watched the Tower Hamlets SOS Selfies video and also the BMA Your GP Cares Campaign short videos. The Group thought SOS car window stickers may be a good additional form of publicity.
- The Group voiced concern about changes in GP funding and the impact on services. Bill explained the role HealthWatch was taking in escalating concerns.
- Faz explained the Practice could lose up to £250K over the next 7 years so is being cautious with finances, e.g. reviewing whether or not to replace vacant posts. Janet’s post is unlikely to be replaced at this time. Faz explained we had needed to replace the boiler this year which had cost close to £20,000.
- The Group asked about the likely impact of the Labour pledge to bring back 48 hour appointments. SR wondered whether telephone consultations would need to be included. The Group also asked what the RCGP are doing to support the funding issues. SR to enquire and feedback.

4. Practice Update

- The Group reviewed a draft of the latest newsletter. Of note are the departures of Dr Emily Farrow to undertake further study, plus arrival of new GP, Dr Leon Clark.
- The Group felt the DNA figures were a concern and that there should be stronger penalties for patients who keep missing appointments. Faz explained it is difficult because many patients who frequently miss may have complex issues or mental health problems. However some have been removed and other have been asked to speak to their doctor before booking an appointment to help prevent this.
- The Group also noted the new Admission Avoidance service whereby a cohort of patients identified as being at risk of admission to hospital had been written to explaining who their named doctor is, and asked to make an appointment to have a crisis plan put in place for when they fall ill. In addition, all patients over 75 have been written with details of their named GP.

5. Reception

- Simon and Ripa presented the data the senior receptionists were collecting about call answering during January to March. Although there were some bumps with longer than desired waiting times, generally the response times had improved which mirrors feedback given by the Group.
- The seniors are also collecting data on other key indicators which include a satisfaction survey for new patients who register.
- The Group reviewed the NHS Choices web site and were pleased that we had achieved more than 4 stars with improved comments.

6. Patient Participation Enhanced Service

- Simon explained the requirements of this year's enhanced service. This includes monitoring and updating the previous year's plans, and for the group to help identify three priority areas for the year. These were agreed as followed:
 - Broaden spectrum of the group
 - Show evidence of feedback from groups across other parts of the practice – Healthwatch may have some strategies for this
 - Improve online provision, including booking of nursing appointments
 - Simon showed last year's plan and updated the Group as below:

2013-14 Plan	Update July 2014
Audit telephone wait times	Data is collected regularly by the senior receptionists and was shared with the Group
Increase involvement in the participation of surveys	Survey of new patients experience of registration taking place July/Aug
Publicise DNA's and add the number of DNA numbers to letters	DNA's numbers published on website and newsletters, as well as letters to patients
Continue with texting appointment times to patients	Continues
Greater involvement with community events	Involvement in Network Events such as Diabetes Awareness Day above

Explore new ways of attracting new patients to join the practice	Expanded catchment area Marketing via estate agents Open evening considered but may not be effective as evidence suggests new residents often do not register with a new practice until they become ill
--	---

7. Any other business

- Concern was raised about the new US-EU trade deal, known as TTIP, which could allow parts of the NHS to be sold to American corporations
- Concerns expressed around data sharing. It was proposed that Simon an update about data sharing at the next meeting.

8. Next meeting – Tues 14 October