

Chrisp Street Health Centre
Patient Participation Group Meeting Minutes held on 24th March 2015
18:00 – 19:15 hours

1. Introductions & Welcome

Chair & Minutes – Simon Robinson, Practice Manager (SR)
 Apologies – Julia Longbottom, Bill Colverson, Dr Khwaja
 All present introduced themselves and welcomed new member Jeremy Lynton

Name / Role		
Oliver Lynton, Patient	Lilian Leonard, Patient	Paul Pierre-Louis, Patient
Mary Barclay, Patient	Terry Ellis, Patient	Ripa Begum, Reception
Anthony Murphy, Patient	Dr Alison Smailes (AS)	Jeremy Lynton, Patient

2. Minutes of previous meeting 15/1/15 – agreed as correct record

3. Latest newsletter

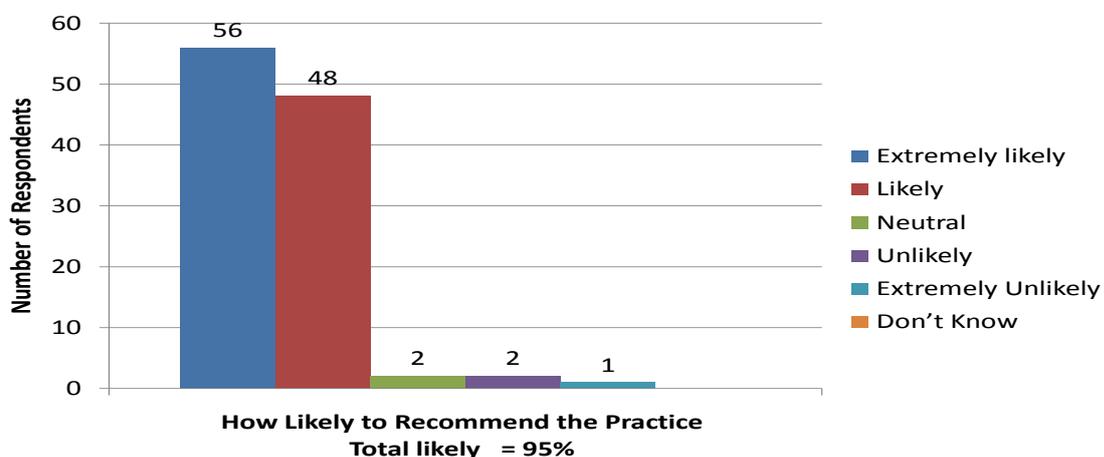
The latest newsletter was reviewed. It was agreed that Lilian’s new walking group should be publicised on the web site along with the leaflet publicising other walks in Tower Hamlets. The website should ensure the social aspects of walking with other people are emphasised.

In response to the article on cuts and non-replacement of one GP, the use of telephone triage as a manageable way of addressing urgent concerns was felt to be good way forward. One disadvantage is that people with less pressing concerns do ask to go on the Triage list so the Triage list of patients to call back becomes very busy.

3. Survey Review - Friends & Family & Patient Survey results – Dec 14-Feb 15

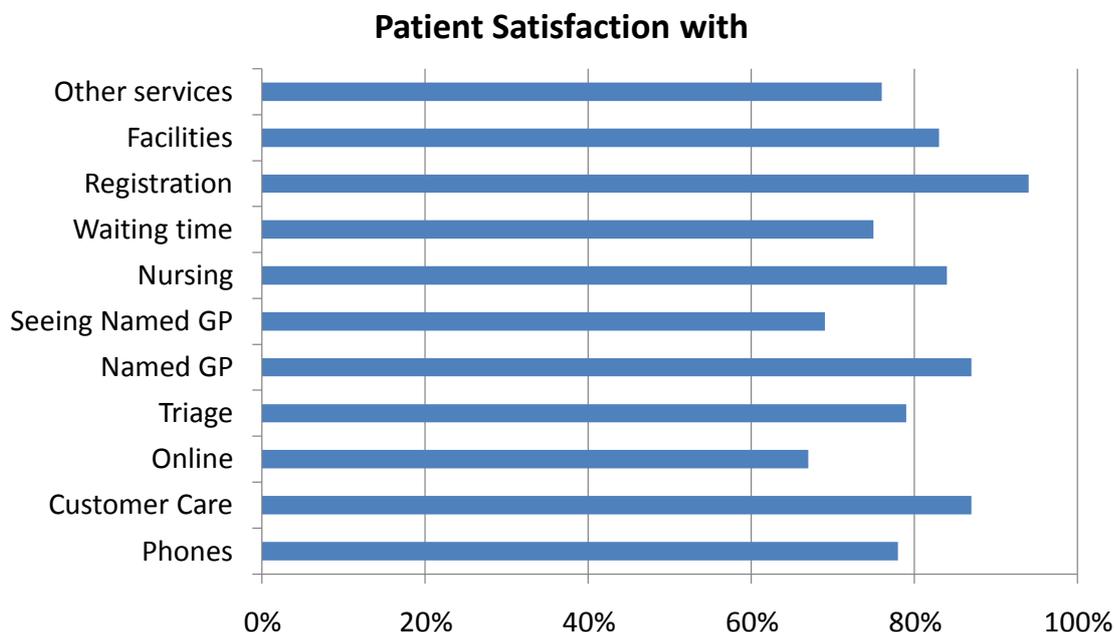
So far 109 patients have responded to the survey, at the desk, online and through the use of advocates. The results to date were very positive:

Friends & Family Test



Additional Survey

(completed alongside Friends & Family test Dec 14 – Feb 15)



The Group agreed the phones were much better. It was still felt that waiting times in the surgery could sometimes be an issue. SR explained the previous things put in place to address this, e.g. board in the waiting area, and scheduled breaks in GP clinics.

One member felt Triage was the way to go in the future. SR explained that some local practices had implemented a system called 'Doctor First' whereby all requests for appointments are triage'd by a doctor. The Practice had decided against this as not everything needs a doctor's perspective, e.g. request for travel advice, smear. Also the ability to pre-book appointments with their own GP is still popular with our patients and the survey shows having a named GP is valued by patients.

4. Review of PPG Annual Report for NHS England

SR gave a presentation about the report which had been circulated in advance, much of which had already been discussed at the January meeting. The draft report was reviewed and signed off by Oliver Lynton. During the report the following issues were raised:

Online Access. The Group felt we should review our current policy about not issuing online access to children's parents. It was felt that lots of incoming calls were due to parents making appointments for children etc, and whilst recognising there are particular issues for adolescents, parents would welcome the opportunity to access their children's records and order medications. It was agreed that from age 16 or before if a teenager requests it, the password would need to be re-set. SR to seek advice of Dr Bhatti due to information governance issues.

Email consultations – this facility would be welcomed by some members of the group – particularly as it is already set up to be integrated into the EMIS system. AS explained the priority is finding a system that would provide a safe standard of care. There is also currently no evidence that email

and online access decreases consultation rate. Some GPs are concerned about capacity. Open email access for patients will be a further work stream for clinicians on top of seeing patients, telephoning patients, reviewing results and correspondence. It may be difficult to control an additional workflow where a response is expected quickly by the sender. Patients may need to understand that email consultations would be additional work and may ultimately lead to less face to face appointments. One area that could be addressed though is email invites to annual reviews from long term conditions, like diabetes etc.

4. Any other business

The Group reviewed the latest charges which are publicised at the desk and on our web site.



Fees for patients
updated March 15.do

5. Next Meeting – Tues 14 July at 6pm