

PATIENT FORUM MEETING – WEDNESDAY 16TH NOVEMBER, 2016

Present:

TR – Chair

DB

GO

Mandy Lawrence (Practice Manager)

Welcome

TR welcomed those present to the meeting.

Apologies

SB

SE

LT

Dr Meena Krishnamurthy (Senior Partner)

Correspondence

ML confirmed she is forwarding items which she thought would be of interest to members via email and that there was a link to the Clinical Commissioning Group's (CCG) Patient and Public Involvement (PPI) newsletters on the practice website.

Update from the previous meeting

Care Quality Commission (CQC) visit – ML confirmed the practice received the draft report on 10th November; copies of this were made available to members at the meeting.

ML advised that the Partners had reviewed the draft report and were happy with it; this has been relayed to the CQC and the practice now awaits the final report.

Members were pleased to note the positive key findings contained in the report and asked for further information regarding the areas that had been highlighted for improvement; ML responded as follows:

Nursing staff – the practice has recruited 1 full-time practice nurse and 1 part-time practice nurse; it is anticipated they will take up their respective posts in January. The practice is expecting Leticia Onyemaechi to return from maternity leave in May; it is hoped Caroline Jackson will return from sick leave shortly.

Access arrangements for patients with learning disabilities – this related to the amount of time allocated for annual reviews and the way in which practice staff communicate with this group of patients. The practice does offer longer appointments for patients attending for their annual reviews; however this was not made clear to the CQC team at the time of the visit – we have subsequently clarified that 30 minute appointments are allocated for these reviews. Since the CQC visit all practice staff have received learning disability awareness training and been given guidelines in relation to communication; major alerts have also been added to the relevant patients records to assist identification.

Members asked how the practice identifies patients who may be suffering from dementia. ML advised there had been a Dementia Case Finding DES, which the practice had participated in, and this had identified those at risk. The practice also identifies patients through its annual review/recall system and its work through the Avoiding Unplanned Admissions DES and Frail Home Visiting contract.

ML advised that when the final report is received it will be shared with the practice team to facilitate discussion about further improvements that may be needed, published on the practice website and forwarded to forum members.

Virtual patient forum – ML confirmed that the notes of the patient forum meetings are now being posted on the practice website. Arrangements are in hand to circulate them to the virtual group as well.

Staff changes

ML advised of the following:

Dr Suki Shandrakopal – a GP Registrar here on a 12 month in practice placement until October 2017

Dr Amy Alexander – salaried GP leaves at the end of January

Dr Krishnahan Muthukumarsamy – salaried GP covering Dr Raymond's maternity leave will hopefully be staying on in a permanent post

Samantha Charles – has joined the team as a Patient Services Assistant

A discussion ensued about the need to change the perception patients have of the reception staff; ML hoped that the more recent appointments made to the reception team were enabling the practice to show some improvement in this area.

Caroline Jackson (Practice Nurse) – is still away on long-term sick leave

Members asked about the way in which complaints and suggestions are dealt with as some members of the reception staff seemed unsure. ML clarified the procedures and will ensure that all reception staff are reminded of these.

City & Hackney CCG Patient Survey

GO asked for clarification about the GP Survey. ML explained about the national survey administered by Ipsos Mori and how the results were published. A discussion ensued about the time lag involved and that this made it difficult for the results to be used in any meaningful way.

ML advised that the practice is required to undertake a CCG survey with questions that are similar to those included in the Ipsos Mori survey. The practice is required to complete a minimum of 40 forms before the end of March 2017.

A discussion ensued about how to proceed with this. Following the discussion members agreed that:

- a survey form should be sent to each virtual patient forum member
- 12 patients who attend the practice, during one designated week, should be randomly chosen and requested to complete the form

Action ML

Chair – meeting on 15th February, 2017

TR

AOB

PPI Lay Representatives – GO confirmed that she had received the information from ML relating to this and was interested; she will follow up.

Date of next meeting – Wednesday 15th February, 2017