

PATIENT FORUM MEETING F2F – WEDNESDAY 6th March 2023

Present:

David Bennie - Chair
Lorraine Tillett
Alastair Mathews
Gloria Obilana
Tom Rubens
Dr Syed Akhtar (GP Partner)
Anne Collings (Operations Manager)

Welcome

DB as the chair welcomed everyone to the meeting.

Apologies

There were no apologies.

Matters Arising from the Previous Minutes

The number of flu vaccinations from this year and last year were talked about, it was noticed that there had been a drop in uptake at the Practice. This could be either from more people going elsewhere such as the Pharmacy or generally dropping numbers of people being vaccinated.

It was noted that the Friends and Family surveys were not going out after every appointment but now just once a month, which was not so intrusive for patients.

There was no more information to report in regard to the backdated Service costs to NHS Properties. Negotiations are still taking place and now the practice has outsourced these discussions and have somebody who will be negotiating on our behalf.

There was discussion on how this was a widespread issue and a growing national problem.

It was discussed if the PPG should be involved and alert the Hackney Gazette, that it could be helpful to have support from a pressure group if there are negotiations going on.

Action moving forward the NHS Properties service costs will be a separate item on the agenda.

Staff Changes

Partnership is stable and all four partners are now in practice, since Dr Chopra-Chhabra has returned from maternity leave.

Still some outstanding gaps in staffing and there is currently recruitment going on for support staff and for some clinical staff.

AC now has the job role of Operations Manager, as part of the new management structure.

Access and Capacity

The forum was advised that the Practice has consistently the greatest number of same day appointments in our PCN and the most number of Non PCN practices, even adjusted for population size.

With the new e-consults and the way the practice is now working, a GP can also help triage these patients and direct where they should be booked, to support the reception team doing this work.

Appointment system internally has changed and whether the patient wants face to face or a telephone call, is the decision of the patient, with no restrictions on patient contact.

Patients are also seeing the same doctor regularly in order to improve continuity of care for them

Update from City and Hackney Neighbourhood and Woodberry Wetlands Primary Care Network (PCN) meeting.

There was a new PCN resource, which is the Urgent Care Team who are available Monday through Wednesdays, they are allocated proportional slots for each Practice and allow patients to see a same day Nurse Practitioner and a paramedic. Since this also includes home visits, this can alleviate a lot of the pressure from appointments for the rest of the clinical team.

There is also a psychologist who acts as a conduit to primary and secondary care in the short term, for those with mental health issues. Additionally, there are the first contact physiotherapists who can be booked straight away with any new joint, or Musculoskeletal issues.

Practice Improvement Budget – Ipad, Monitor, Website

The Ipad was discussed that it would be helpful for a variety of reasons, if English is not the patients first language.

It was voted for by the PPG group unanimously that they were in favour of purchasing this item to improve patients' ability to access our services at the front desk.

The website which had previously been discussed was again approved and agreed unanimously by the PPG that this would be an improvement for patients' ability to access health care services at the Practice.

The Monitor for the waiting area of reception where it would publicise various things happening and available in the local area was also voted and agreed unanimously that it would rate as an improvement for patients. There was a further discussion that it would be important to make sure the information was up to date.

AOB

There was no other business.

Chair – Nominate Chair for Next Meeting

It was agreed that the chair for the next meeting would be Gloria Obilana.

Dates of the Next meeting

Always the 1st Wednesday of every quarter

5th June 2024

4th September 2024

4th December 2024

5th March 2025