

# **PATIENT FORUM MEETING F2F – WEDNESDAY 5<sup>th</sup> SEPTEMBER 2024**

## **Present:**

Tom Rubens - Chair  
Gloria Obilana  
Alastair Mathews  
Lorraine Tillett  
Hilary Britton  
Jocelyn Watson  
Dr Syed Akhtar (GP Partner)  
Anne Collings (Operations Manager)

## **Welcome**

There were two new members to be welcomed, Hilary Britton and Jocelyn Watson. They were both warmly received.

## **Apologies**

David Bennie

## **Matters Arising from the Previous Minutes**

There were a couple of items on the wording of the agenda that were asked to be changed.

### **Action AC to amend agenda accordingly.**

The work of the gardening group was explained to the newer members who were not aware that this was happening at the practice. Details were given about the new garden that had been built behind the John Scott Health Centre car park and the group that meet up on Thursdays to maintain the garden. Herbs had been planted and patients were welcome to take cuttings from them. The group is run in conjunction with the Volunteer group Together Better, who also run other sessions from coffee mornings to a walking group, Yog and mediation, to Tai Chi.

## **NHS Service Charges**

There was nothing further to report on what is happening, however an explanation of the situation was given to the new members of the group, who were unaware. There is currently a dispute with regard to NHS Properties (who own the John Scott Health Centre) and the Practice due to a very large increase in the service charge of over 4 times what it used to be. This is being contested by the Practice and has been for some time. Ministers have been spoken to about this as well as getting the integrated care board involved. Contract payments have stayed the same, whilst costs have gone up, which has made it difficult to find the funding.

The PPG felt that patients should be alerted to this and that a petition should be set up.

### **Action JW offered to start petition and SA explained that he would check in with team already in negotiations with NHS property and get back to her.**

## **Staff Changes**

A new salaried GP has been recruited who will be doing 6 sessions over 3 days. It was explained that a session was 4 hours and 10 mins, and a normal clinic either morning or afternoon.

Currently one of the nurses is due to leave and we are actively recruiting into this position.

Also currently recruiting into the Patient Services team and are being back filled by temps.

In all there is a total of 30 staff members working in the practice.

## **Friends and Family Reports for last period**

The trends from the last quarter Friends and Family Reports were circulated at the meeting. Copies attached to minutes. These trends were discussed.

One of the outstanding issues, seemed to be hand towels in the toilets, and the possibility of hand driers which had been raised as an option, would be chased up outside the meeting.

**Action AC to chase up Hand driers with NHS Properties.**

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

There has been a move away from the Saturday clinics at Nightingale which have been provided for all patients of the 4 practices that make up the Woodberry Wetlands Primary Care. This is due to these clinics not being well attended, possibly due to the location. The PCN has been looking at other ways in which the services outside normal hours could be provided and are in discussions with a company called Livi to outsource GP appointments. This is looking to happen possibly over the next 3 – 6 months. This would not be replacing the normal services provided by the Heron or even the extended hours that are offered on a Tuesday, Wednesday or Thursday.

These are additional services on top of that and they will be either video or telephone appointments with a GP.

Further details will be provided as this is explored.

## **Health Fair**

There was an explanation of the Woodberry Wetlands Health Fair and what was hoped to take place at the West Reservoir. A request was made for volunteers to man the Heron Practice stall and speak about the Patient Participation Group or Patient Forum as known at this practice. The hope was to get more people to join the group, to have more people able to input to these meetings.

Once more details were known, AC would email all members for availability to attend this fair. It would also be a chance for Flu and covid vaccinations as well as becoming more aware of what is available in the neighbourhood in relation to activities and health care.

**Action AC to email members and set rota.**

## **AOB**

- There was a discussion of the new system called Klinik which would mean that all appointments and anything that was requested, would be done with this new system.
- There was a discussion in regard to a letter for JW and this was going to be escalated outside of the meeting.

## **Chair – Nominate Chair for Next Meeting**

It was agreed that JW would be the next Chair of the meeting

## **Dates of the Next meeting**

**Always the 1<sup>st</sup> Wednesday of every quarter**

5<sup>th</sup> March 2025

4<sup>th</sup> June 2025

3<sup>rd</sup> September 2025

3<sup>rd</sup> December 2025