

PATIENT FORUM MEETING F2F – WEDNESDAY 4th DECEMBER 2024

Present:

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

Welcome

There was a new member to be welcomed, Margaret. She was warmly received.

Apologies

David Bennie

Matters Arising from the Previous Minutes

There were no matters arising that weren't already on the minutes

NHS Service Charges

There was a brief explanation of the service charges for the new member and a discussion on around the issue.

SA appreciated that the petition was an option, but other avenues were currently being explored, and more details would be given, once further action was taken.

Staff Changes

Currently actively recruiting a practice nurse and members of the the Patient services team. Induction and onboarding is an ongoing process.

Klinik System

SA gave the group a full explanation in regard to the new appointment system, which is a total triage system, clinically led by a Partner. It had been decided that clinical gatekeeping was a lot of responsibility for non-clinical staff members and that it would be better done by someone with clinical experience.

This system allows the practice to be more accessible as those who are able to go straight online, can do so and submit their query. Leaving the phones for those who are not able to either use the internet, where English is not their first language or be vulnerable in some way. These patients are then helped with the Klinik forms by the patient services team.

Since starting the new system there has already been a drop in waiting times on the phones as well as actually leading to more same day appointments and better use of resources. Since all information is going one source this has led to more capacity for the Doctors in seeing patients as well.

Results from Patient Forum Survey

There was a discussion in regards to the survey that was sent out to the members of the Patient Forum. This was to see how everyone felt about the practice. On the whole the feeling was very positive. There was some suggestions to have other types of services offered at the practice, such as a mole clinic or a chiropody service. However, there was issues on room availability and as these are other services not run by the practice, there would be an issue on subletting the rooms.

However, it was agreed that the practice needed to make sure to highlight what was available.

Friends and Family Reports for last period

The information on trends both positive and negative from these reports were discussed. The toilet was again highlighted by the forum as an issue, and the status on hand dryers was raised.

Action – AC to speak with NHS Properties on this issue

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

There had not been a City and Hackney Neighbourhood meeting but there was feedback from the Primary Care network. For the newer members there was an explanation of what the Primary Care Network was, and what it does. Followed by a discussion on the new GP out-of-hour service that is going to be launched in March, run by LIVI. This will allow patients to be seen virtually by a GP.

There is currently a program to eradicate Hep C which the PCN was taking part in, and patients who would be part of this had been contacted to get this treatment.

Health Fair

Details and feedback from the Health Fair was circulated at the meeting.

This had been very well attended and had also influenced recruitment to the Patient Forum. A great number of people attended and saw what was available in the community, and next time the hope is to be able to involve younger people as well.

Due to this success, the hope is to run this again next year, probably in October to link in with Flu / COVID vaccinations as the uptake on this (particularly for Heron) had been very good.

Support for Women and Girls experiencing abuse and domestic violence

There was a call for more support in this area from the Practice, as people in this situation are able to get away to go to a Doctors' appointment.

SA advised that primary care is very skillful in identifying patients at risk of abuse and that there are alerts on patients notes so staff are aware. All staff have had training, and patients are given the option of lone appointments, where the partner can be asked to wait outside. It was advised that having obvious clinics of this nature can lead to more issues, and that it is a normal part of a clinical consultation to be aware of these issues and act appropriately.

Action – it was agreed that signage for this would be more clearly displayed.

Volunteers available at the Practice

It was agreed that if volunteers wished to be in the waiting room to speak to patients, that would be fine. Currently there is a volunteer who works alongside the patient services team doing patient related activities.

If the Patient forum wish to organise themselves for a certain day, then can spend it speaking to patients and raising awareness of the Patient forum group, as well as perhaps taking part in the Klinik training workshops.

Books and Magazines in the Waiting Room

After discussion it was advised that books and magazines were stopped during COVID and due to hygiene and infection control this has not been resumed. There was also an issue that they could be used to physically hurt people and so were not distributed anymore.

Patient Improvement Project

The money from last years Patient improvement project was to purchase TV's to be put up in the waiting area. This had been actioned, however this year's money was to be used to facilitate the actual set up of the equipment in order to allow patients to see details of health campaigns, information on the practice, and also in the wider community of the Neighbourhood as well.

This years Patient improvement budget was to get network points, and to cover the labour of the equipment being mounted by NHS properties.

This was voted on and agreed by the Patient Forum, all were in agreement.

Chair – Nominate Chair for Next Meeting

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

Dates of the Next meeting

Always the 1st Wednesday of every quarter

4th June 2025

3rd September 2025

3rd December 2025

4th March 2026