

# **PATIENT FORUM MEETING F2F – WEDNESDAY 5<sup>th</sup> March 2025**

## **Present:**

Lorraine Tillett - Chair  
Alastair Mathews  
Barbara Nichols  
Dr Syed Akhtar (GP Partner)  
Anne Collings (Operations Manager)

## **Welcome**

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

There was also a moment to remember David Bennie, who had been a member of the Patient Forum Group for a number of years and who had passed just after the last meeting. Unfortunately, due to there being no next of kin on his forms, the Patient forum group had been unable to send condolences on his passing.

## **Apologies**

Jocelyn Watson  
Hilary Britton  
Gloria Obilana

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

There was a discussion in regards to the toilets, NHS Properties are still looking into the work involved in putting in hand dryers, this is an ongoing issue.

Signs for domestic violence also needed to be in the toilet as well for patients to see.

There was also a discussion on the funding provided that had been approved by the committee last meeting and which was in the process of being given to the practice to put up monitors in the waiting room.

**Action AC to oversee and chase various issues discussed above.**

## **NHS Service Charges**

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

This has currently been outsourced to a legal team and there are ongoing negotiations. SA will consult with the other partners about the need for a petition at this stage.

## **Staff Changes**

Have now recruited 2 new nurses, as well as 5 new starters in the Patient services team.

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

There was a discussion in regards to the statistics provided in the meeting and that overall the very good rating had gone up and that the overall good had also gone up. There was analysis of the trends on what was negative and what was positive at the practice. There was an issue with front line staff dealing with abuse which did raise difficulties in retaining staff. New Klinik system has helped with gatekeeping for staff, and demand was being managed in a fairer way.

There was a discussion on the bad trends and if water should be available in reception. However this would be difficult to manage, as both Cedar and Heron use the same facilities and would have to share the cost of any service in this way.

Also, toilet had overflowing bins both normal and the sanitary bin, these should be cleaned regularly

**Action AC to feedback to NHS Properties on this matter.**

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

Have been provided some inequalities funding and were looking to utilise this to improve vaccine update in asylum seekers, as part of targeting a certain demographic

Piloting a new out of hours appointment system called LIVI. This is to replace the service of Nurses at Nightingale on Saturday, which are currently not being used very well.

These appointments are video consultations, but with a GP. The hope is that uptake on these appointments would be better, as it is with a GP and also you do not have to travel to another practice.

This is all part of the hope to improve access for patients and add to capacity for the practice.

### **10 AOB**

There was discussion on the use of an app as an animated signer, to help patients with hearing difficulties.

**BN to send AC details via email.**

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

It was agreed that BN would be the next Chair of the meeting in June 2025 and that AM would chair the September 2025 meeting.

### **Dates of the Next meeting**

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

3<sup>rd</sup> September 2025

3<sup>rd</sup> December 2025

4<sup>th</sup> March 2026

3<sup>rd</sup> June 2026