

PATIENT FORUM MEETING F2F – WEDNESDAY 5th JUNE 2024

Present:

David Bennie
Tom Rubens
Dr Syed Akhtar (GP Partner)
Anne Collings (Operations Manager)

Welcome

It was agreed to continue the meeting until the Chair arrived

(Apologies from the Chair were received during the meeting)

Apologies

Gloria Obilana - Chair
Alastair Mathews
Lorraine Tillet
Ron Brooks

Matters Arising from the Previous Minutes

There were no matters arising from the previous minutes that were not on the agenda.

NHS Service Charges

Emails are still going back and forth with NHS Properties and there is a conversation with the Government on looking for funding for this area.

Waiting to see what happens after the election as there is talk about changes to Primary Care.

Staff Changes

Have recruited two new patient services team and are currently looking to recruit another salaried GP. Looking to fill 5 – 6 sessions a week. The hope is to help support current clinical staff and ease their workload by providing an extra staff member.

Currently open to any level of experience as they will be able to be trained up and the practice has a range of skill levels currently to support this. Also looking to see if the candidates are interested in taking on some leadership roles, especially as we are a training practice and are heavily invested in that and are looking for someone who may be interested in taking on that aspect of the role at a later stage.

It was agreed by the Patient Forum that personality and communication skills are crucial and it was stressed that these are assessed during training and the interview process.

They also have a supervisor to mentor and assist once they first start.

Friends and Family Reports for last period

The Friends and family reports, the numbers of which are sent to the ICB monthly were reviewed and discussed. Overwhelmingly they are positive, but it is important to be aware of the less

positive things people have to say, so that these can be acted upon to make relevant improvements.

Action AC to give a basic list of trends on comments from the Friends and Family Survey at the next meeting.

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

The PCN Health Fair that was being organised for the summer has now been postponed and will be in October instead. This is to allow more participation as well as link in with the Flu promotion, and the Patient Forum group was invited to attend and would be given a stall, along with other community-based services.

Updates for this will be given prior to the next Patient Forum meeting in September, due to the short space of time from September to the October planned date.

Also considered was that it might be an idea for the Patient Forum members to perhaps spend time speaking to patients in reception to drum up support for both the Patient Forum group and the Fair in general.

Something similar was held by our associate practice Allerton Road where they were wanting to engage with the orthodox Jewish community, particularly in regards to vaccinations. This was held on the grounds of the synagogue and was very good in getting people wishing to be vaccinated for the first time as well as the opportunity to carry out health checks and monitoring.

The Practice are hoping to do something similar with regards to vaccinations and health checks at the October Health Fair for the more diverse community that Heron manages.

Action AC to circulate any information that comes in between now and then.

Garden

The garden was nearing completion at this time and it was discussed whether the Patient Forum would be interested in being available for the opening and photo opportunity for this event.

Most of the plants have now been planted and the volunteer gardening group is going to take over the maintenance of this Garden.

Action AC to circulate information as it comes in on the gardening open day.

AOB

There was no other business.

Chair – Nominate Chair for Next Meeting

It was agreed that the chair for the next meeting would be agreed outside of the meeting so that all members could take part.

Action AC to circulate prior to the meeting request for a chair for the September meeting.

Dates of the Next meeting

Always the 1st Wednesday of every quarter

4th September 2024

4th December 2024

5th March 2025

4th June 2025