

Patient Participation Meeting Minutes - 01/08/19

In Attendance: Business Manager: Maggie Brynjolfsson, Clinical Manager: Colin Jacobs, Dr James, Dr Marlowe, Dr Yu, PPG Chair - 4667, 500071, Kristy – Lead Administrator, various reception members.

In Attendance: Patients (Ide notified by patient number) 19603, 7439, 506083, 22009, 502023, 505231, 20567, 511521, 2932, 20600, 504504, 21389, 19281, 1942, 22646, 505736, 504505, 50834, 509130, 17923, 502837 and 510560.

Introduction by Colin: The reason the group is held is to gain feedback from our patients, let our patients know about current goings-on, budget allowances and future possibilities.

We have never had an attendance or response like this before so thank you for your interest and coming along to support the practice. Our current list size is 10,764. We currently have the best access across the whole of Hackney for appointments meaning that patients can book to see a GP for a standard pre-bookable appointment within a week. Most other surgeries have a waiting time of a week or over. We also offer on-the-day emergency appointments and have access to book appointments on-line as well as requesting prescriptions and viewing parts of your medical record.

As an area we are guided by NHS England. There is a GP forward planning mode which is going in a digital/virtual direction. We as a surgery are looking into virtual appointments to keep up with our competition – GP at hand – who are putting the NHS at great risk. We are trying to ensure a range of access from every angle for all patients. We as a surgery are planning on fighting the privatisation of the NHS and hope you will stand with us.

Question from patient: Heard a rumour that pharmacies will no longer accept phone requests for prescriptions?

Answer from Dr James and Colin: We haven't heard anything about this. We suggest that you speak to the pharmacy to clarify.

Q. from patient: Is online access to medical records restricted?

A. from Colin: Consent is needed to view any patient record unless in an emergency. The new GDPR guidelines state that only things available are necessary and vital information.

Some appointments aren't available online such as nurse appointments. The reason being is that Nurses do very specific things so we have to be able to monitor what is being booked in as to not waste nurse appointments or patient time.

Q. from patient: Do we share information with employers?

A. from Colin: We never share any information with anyone without consent, not employers, police or anyone else without signed consent from the patient.

Q. from patient: Do we share info when referring to a specialist?

A. from Colin: We only share information relevant to the referral, plus info such as allergies, current medication and current health problems. We wouldn't share anything irrelevant to the reason for referral.

Q. from patient: How often can we expect these meetings to happen?

A. from Colin: We aim to hold PPG meetings at least every 2 months. We will alternate timings of meetings to reach as many patients as possible i.e. evening meetings for patients who work. If the need arises, we can hold meetings as and when needed.

Q. from patient: Is there any danger of the surgery closing in the near future?

A. from Colin: No – but things can change. If this were to happen we would let you know. We have recently set up PCN's (primary Care Networks) and are looking to improve the future of healthcare. There is always a worry of privatisation.

Q. from patient: Who would pay should the NHS be privatised?

A. from Colin: We don't know. It could be a 2 tier system. We will keep patients updated as we find information out.

Q. from patient: Can we put forward questions for future meetings?

A. from Colin: Yes – please send questions/comments via e-mail or text.

Q. from Colin: If anyone has ever made a complaint, do you feel that it was dealt with satisfactorily?

A. from patient: Yes dealt with satisfactorily however DNA letter is worded too strongly and perhaps the PPG as a whole could look at and see if it can be changed.

Questions and comments sent via text for this meeting from patients that sent apologies.

Question - Can we post all referral letters etc instead of coming to surgery to collect?

Answer – Unfortunately not. Too expensive for postage fees. We are looking into e-mail access but not possible at present.

Comment – I can't attend as I am away but would like to say that the care from this surgery is exceptional from everyone, would like to make note of all the good the surgery has to offer and I think other surgeries could learn from you.

Comment - Great surgery, lovely Dr's & nurses, very clean.

Comment – If clinics are running late patients should be told, skype appts!

Answer – Skype already discussed. If clinics are running late reception will in future try their best to inform everyone.

Q. from patient: Can we hear from the chair?

Jean Lander Chair of PPG: I have been with this surgery since 1975 and have been extremely happy here. Thank you to everyone.

2 more patients went onto thank the Dr's and the staff at the surgery.

Dr Marlowe also asked if patients would be willing to attend local 'Save our NHS' groups.

Maggie: Heating Issue – We know it is very hot in this building and since we have moved in we have been trying to get it sorted.

Dr James has recently been commended for her work as a trainer.

Would there be interest in holding afternoon tea and coffee 'flu clinics' in which people can come and meet other patients, have a cup of tea/coffee and get their flu vaccine?

Yes

A big thank you to everyone who came along today. We really value patient feedback in any form.

We look forward to future meetings. If there are any questions feel free to stay behind and chat to Colin.

