

Somerford Grove Practice Patient Group Meeting



Patient Group Attendees: Karen H, Vivette F, Tony P, Laurian D, Alex M,
Practice Attendees: Jeani George, Geraldine Hewitt, Kareen Jeremiah, Dr Moyra McAllister

Apologies:

Date: 10 February 2020

Chair: Kareen Jeremiah

Minutes: Geraldine Hewitt

Agenda:

NOTES FROM LAST MEETING AND MATTERS ARISING:

NO	ITEM	ACTION
1	PPG Monies	Letter from Dr Hindley handed to group re PPG Monies
2	TP – Balance of PPG Account	£1030.00 – receipts for spend to be given to Geraldine to copy. LD queries of the practice are VAT exempt – LD to look into this.
3	A+E Attendance	KJ reports that the data for A+E attendance is not public data and therefore cannot be shared with the group. GH can run a search on all the frequent attenders and bring the number to the next meeting. <ul style="list-style-type: none"> - Total number of practice patients - Total number attending - Frequency of attendance

NEW ITEMS:

NO	ITEM	ACTION
1	Dr Moyra McAllister	Welcome and introductions to Dr McAllister
2	JG – EZ Nav	The practice has introduced a new protocol system for taking phone calls from patients. This navigates the receptionist to the best service to offer the patient by asking a series of questions – will feed back at the next meeting how this goes over the next few months. Dr Mark Hindley will be recording messages on the phone system informing of this.
3	KJ – ECG machine	The ECG will now funded by the prescribing incentive instead of using the PPG funds – been problematic with the machine breaking down
4	TP – Water Fountain	Letter box up and in use Budget for the water fountain and breakdown of costs handed out, total inc VAT £998.00. Servicing for the fountain is chargeable when required, garden tap is also included in the sum. TP will query with Abdiqani at NHS properties with regards to drilling and water outlet. No cups will be required for the fountain as there will be a spout

5	LD - Prescriptions	<p>Issues regarding Day Lewis reported. LD was in the pharmacy and 6 other patients were also there with problems with their prescriptions. LD also reports on the script the name of the pharmacy is ABC rather than Day Lewis; can this be changed? – KJ will speak to EMIS, NELCSU, Raymond Berry and Day Lewis regarding this.</p> <p>Role of the pharmacist at the practice discussed</p> <ul style="list-style-type: none"> - Works Mon – Fri 4 hours a morning, for review and queries – cannot sign prescriptions, any action required to be given to a GP - Safia Neetoo the Senior Clinical Pharmacist can sign scripts, she is at the practice 2 days a week <p>Issues with the pharmacy:</p> <ul style="list-style-type: none"> - Scripts denied - Day Lewis they do not have the script - Scripts which should have gone to the pharmacy printed - Duplication of medication sent to the pharmacy - 3/12 supply turned out to be 6/12 supply <p>JG informed group scripts can be tracked, which states if a script has been issued.</p> <p>LD is willing to take on the issues with Day Lewis.</p> <p>AM reported the Day Lewis Website still has the name of the old pharmacist on it.</p> <p>Reported to the group that Dr Hau has had numerous meetings with Day Lewis and the pharmacist, NHS England has also got involved.</p> <p>KJ will speak to Raymond Berry who previously got NHS England involved – details for Raymond to be passed to Laurian.</p> <p>JG informs patients can book an appointment with the pharmacist to get their medications aligned to avoid repeated trips to the pharmacy and for all medication to be in repeat dispensing. A year's supply of medication can be issued 4 times a years for stable medication.</p>
5	AOB	<p>KH – widening the group</p> <p>KH questions what happens to data.</p> <p>KJ did a data impact assessment for the practice and all is well.</p> <p>Once patients interest for the group is received they are asked if they are ok for a Group representative to get in contact. Leaflet agreed to be printed on either A4 or A5 coloured paper. Leaflet to be reviewed in a few months – if there is no interest in the group there will be a review on how to attract potential group members.</p>
6	MM – Job sharing clinical director – Primary Care Network (PCN) – Clissold Park	<p>MM is working with the PCN Clissold Park, working with communities. PPGs are very important. The London Leadership Academy are sponsoring PPGs to attract and work with groups, who can also host events at the practice.</p> <p>Somerford Grove applied to the a pilot practice for the Volunteering in</p>

		<p>Hackney scheme – MM gives more information regarding the volunteering and what benefit it will be to the practice, i.e. volunteers taking patients to and from their appointments, There will be a volunteer coordinator at the practice soon for 3 – 4 days a week.</p> <p>MM will email the details to the group and send the webinar link. TP suggests this can help with loneliness, it has been proven that mere contact with people can improve health</p> <p>There is a new social prescriber working across the practices in Hackney who can signpost patients to services available in the Hackney area. KJ reports that many patients are not aware of the services that are available at the practice</p> <p>It was suggested that the practice host a fete when the weather is warmer.</p> <p>It was also suggested that the practice host a week of events details of which can be displayed on the TV screen in reception</p>
	KJ – patient feedback	Suggestion from a patient regarding the slideshow in reception – can the slides be slowed down as currently they are fast.
	KJ – Awning outside the practice	<p>The awning was discussed due to patients waiting outside the practice for the walk in clinic. The walk in clinic was review by Jeani who has a few suggestions:</p> <ul style="list-style-type: none"> - Scrap the walk in clinic to either book on the day or have a telephone appointment - Triage service instead of booking for coughs and colds, just because patients are waiting outside - KJ to run a survey for 2 weeks to get patient ideas – awning purchase will depend on what that outcome is with the appointments system <p>Advised group there will be a facilitated meeting to discuss ideas for the clinic</p>

Meeting dates for the year 2019/20:
May 11 2020 at 18:00 - <i>Provisional – may be cancelled due to COVID-19</i>
August 17 2020 at 18:00