

## The Neaman Practice

### Patient Participation Group Meeting Minutes

07.03.2019

#### Attendees:

Dr Chuan Chor (CC), Vishnu Vallamkonda (VV), Shahana Uddin (SU), Malcom Sherrington (MS), Darren Barnes (DB), Corrine Littlestone (CL), Jill Whittlesea (JW), Geoffery Rivett (GR), Steve Stevenson (SS), Robert Temblett (RT), Antony Richards (AR), Dr Cynthia White (CW), Gerald Hine (GH), Jane Richardson (JR), Brian Cooke (BC), Reno Marcello (RM), Jean Richards (JR), Brigitte Bennett (BB)

#### Apologies:

#### Update:

No changes to last PPG meeting minutes

SU informed PPG members that Dr Hannah Brownhill will come back after 1 year Maternity Leave from 15.05.19. Dr Sabharwal who covered her maternity leave will continue to do locum sessions for the practice.

Saturday Hub contract for the practice will cease on 31.03.19. Decision discussed with PPG members. Practice will not have Saturday clinics from 01.04.19. Contract was initially given as pilot to the practice. Weekend service will now continue to be provided by 4 other practices in City and Hackney.

Saturday 08:00am to 02:00pm – Hoxton Practice

Saturday 02:00pm to 08:00pm – Nightingale Practice

Sunday 08:00am to 02:00pm – Lea Practice

Sunday 02:00pm to 08:00pm – Stamford Hill Practice

Practice will promote these services to patients as a weekend choice to book these appointments with Reception staff.

CW asked about extended hour's access to patients and neighbourhood plans. SU discussed about new weekday extended hours in City and Hackney. Practice chose to do Monday evenings alongside regular extended hours. Patients have a choice to see GP in one of the local practices after 06:30pm Monday to Sunday for acute medical problems only.

CW mentioned about new Dementia service in City and Hackney. New proposed service model – single point entry for all the referrals to HUH. CW expressed concern about distance for practice patients and need for increasing the uptake of diagnosing dementia. VV explained that Dr Carmen Beadle came to the practice and worked on Dementia coding in the practice. Practice will continue to liaise with CCG to improve Dementia coding. CC explained that practice dementia register numbers are slightly below compared to CCG average but in line with national average. New service is more streamlined and would have proactive follow up for patients. Practice and PPG members will continue to express opinion in commissioning meetings for providing services locally.

#### Hearing Loop System:

JR could not hear conversation about Dementia service and extended hours. Frustrated and left the meeting.

GH, BC and other PPG members suggested options to accommodate patients with hearing impairment. Suggestions about microphone, speakers taken on board. CC asked VV and SU to follow up with patient and bring hearing loop machine to the meeting next time.

### **Darren Barnes (Senior Improvement Manager) Barts:**

SU introduced Darren to PPG members

Darren talked about services in Bartholomew's hospital and improving services with patient feedback. Some of the PPG members attend or volunteer in patient voice team meetings at Barts. Darren explained recent CQC report and improvements made after the inspection. Discussed services available for patients at Barts hospital. PPG members had lot of queries about Barts services – Agreed that Darren could come to PPG meetings regularly and have Barts on standing agenda in the meeting.

### **Health Watch Inspection:**

VV shared the outcome of health watch inspection on 14.02.19. In summary recommendations are:

- Improve practice website
- Update information about services on practice website
- Change chairs on 2<sup>nd</sup> floor waiting area
- Organise leaflets in all waiting areas
- Make complaints leaflets readily available
- Display photographs and names of staff in waiting area
- Increase use of texts to communicate important service announcements
- Clarity and choice where patients can be referred to

VV asked PPG members to volunteer in helping the practice to improve practice website and waiting rooms leaflets. SS kindly expressed interest after the meeting. PPG members asked about referring patients and providing choices locally. CC explained that patient choice is available at all times and in some cases particular service is not provided locally which leads to referring patients to HUH or RLH.

### **AOB:**

Asperger's syndrome – PPG member asked about providing information and raising awareness of this condition. CW suggested about having mental health on agenda in the next PPG meeting

PPG discussed about services available in case of emergency and out of hours. PPG members suggested about having this information on practice website and waiting area. SU explained about UCLH and RLH urgent care centres for urgent medical attention. A&E for life threatening situations only.