

<p style="text-align: center;">Barton House Group Practice Patient Group Meeting</p>

Date: 28.09.2017

Present: PG, PK, JN, EP, JB, LW, VF, Matthew Bench, Blessing Nwachukwu, Val Gabbidon.

Apologies: CD

Minutes and matters arising from last meeting

Some members reported that their apologies were not recorded in the minutes of the last meeting. Dr. Bench apologized and explained that the messages may not have been relayed to Farzana who typed up the minutes from the previous meeting.

The reception seating rearrangement has not received any further negative feedback. Although the TV in reception displays useful NHS related information Barton House would like to also populate it with more area specific information. The surgery is currently working on ways to achieve this.

The alarm is now working correctly following the lightning strike in April.

JN enquired whether the previous plans to recall all patients with chronic conditions by September had been successful. Dr. Bench explained the rationale around this recall system and that by recalling all patients by September would enable the practice to then concentrate on those patients whose condition needed more intervention in the last 6 months of the financial year.

Staff News

Dr. Chapman and Dr. Higginson are now salaried GP's however Dr. Higginson will be leaving the practice in December to move to Scotland and the surgery has already started looking for a new GP to start in January. Dr. Freeman also started at the surgery at the beginning of September. The surgery would like to employ further GP's however there are constraints around this due to lack of consulting rooms. Farzana Alam the previous Deputy Practice Manager has now left the practice and Val Gabbidon is her new replacement.

CQC Inspection

Dr. Bench explained that our previous CQC inspection was just over 2 years ago and that this does cause a lot of disruption due to the amount of paperwork the surgery is required to produce. The surgery received a 2 week warning in August but due to Blessing being on annual leave and Farzana's imminent departure and Dr. Bench due to go on annual leave the inspection was delayed. We are still expecting this inspection

which may happen before Christmas we are not certain, however the surgery is prepared.

JN asked whether the CQC inspectors could please put a time on the letter when inviting the Patient Group Members as previously this did not happen which was inconvenient as this meant they had to wait around.

LW asked what should be expected when they attend for the CQC inspection. JN explained that previously there was one lady asking questions and at the end they were asked if there was anything else that the group would like to contribute.

Blessing also informed the group that before the inspection reception staff will be handing out questionnaires and that when these questionnaires are available the patient group will be contacted so they can attend the surgery to complete the survey. She will also find out the time that they CQC inspectors will require them to attend and feedback to the group.

Appointment System

Dr. Bench explained that the surgery is looking at ways to change the appointment system to improve access and experiences for patients. This is sometimes done for contractual reasons however it is difficult trying to find a balance in the systems. Dr. Bench outlined the Doctor First appointment system as an example, where patients would be unable to pre-book a GP appointment. The patients would instead make a call on the day and would be added to the Doctor's call list. The Doctor would then call the patient and make a decision whether the patient would require an appointment and inform the patient to come in. The practice is looking at various systems but would welcome any suggestions from the patient group.

Dr. Bench went on to explain the reasons around reception staff asking for a reason when booking telephone consultations. This allows the GP to efficiently triage his call list to distinguish between patients who need to be seen urgently and patients who for example need a sick note. Patients can however decline to give a reason.

JN raised her concerns regarding a Time To Talk appointment which she did not book. She was made aware of the appointment by a text message reminder. When she contacted the surgery she was informed that she did indeed have an appointment so she attended the surgery. She was concerned as she had not received prior notice and she had not received the questionnaire which would have explained why the appointment was made. Blessing will look into the events surrounding this oversight and feedback at the next patient group meeting.

Dr. Bench informed the group that Time To Talk was pushed by the CCG for GP's to have discussions with patients about their long term conditions. This is a being performed nationally and is a good time for a selected group of patients to address any concerns they have outside of the normal 10 minute appointments.

A question arose about whether the surgery receives a report on the scores given by patients via text message following their appointments. The surgery is made aware of the scores. JN stated that there are too many surveys and admitted to sometimes

deleting them without responding. Dr. Bench informed the group that surveys have currently been suspended by the CCG.

A member raised the question of why they are receiving 2 text message reminders for their appointment. One message is received approximately a week before the appointment and a further reminder is sent the day before. Val will look into whether this can be changed and feedback at the next patient group meeting.

Wednesday Closure

As of 1st October 2017 the surgery will be open until 6:30pm on Wednesdays as it is throughout the week. Dr. Bench explained that the surgery will not be opening on Saturdays however there the federation will be providing weekend appointments for all City & Hackney patients from 1st November 2017. The Nightingale Practice will be open from 6:30 – 8:00pm Monday to Friday and 8:00am – 8:00pm on Saturdays. The Stamford Hill Practice will be open 8:00am – 8:00pm on Sundays. Patients can book routine appointments at either of the 2 hubs via Barton House Reception. These appointments are for patients who are unable to attend during normal surgery opening hours for whatever reason or when the surgery has no appointments left to offer a patient who needs to be seen by a GP.

The hubs will have access to the patient's medical record so will be able to offer continuity of care and any consultations can then be seen by the regular GP at their usual surgery. This is currently only in operation on this side of Hackney but will be rolled out to ensure full coverage by 31st March 2018.

AOB:

Ordering Prescriptions online

A member of the group enquired about ordering repeat medications electronically. The easiest way to do this would be to register with Patient access which gives access to ordering repeats as well as booking appointments and see records. EP was unaware of patient access. The surgery has been promoting this for some years but will look into other ways to inform patients about patient online access.

Flu Vaccinations

LW stated that she found it more convenient to go to the pharmacy for her seasonal flu vaccination as there were no queues and the pharmacy is closer to her home. A lot of residents are following suit.

Blessing explained that our flu vaccinations are ordered the previous year and we are encouraging our patients to attend the surgery rather than going to the pharmacy as this will lead to the surgery having unused vaccinations which will have to be returned. She also explained that we offer walk-in as well as pre-booked appointments for flu vaccinations in order to accommodate as many patients as possible.

When medication is left over what should be returned to the pharmacy? Dr. Bench confirms that only tablets should be returned to the pharmacy.

Premises

LW mentioned The Lawson Practice's premises and whether there were to be any improvements or relocation in the pipe line. Dr. Bench informed the group that there were currently talks around the possibility of the surgery moving to the Town Hall as there are constraints in our current location as we are having difficulty finding rooms for external services. However this is still in its early stages and nothing has been decided as yet as we would have to think about patient's ability to easily access the surgery.

The meeting finished at 2:30 pm.

Next meeting date 14/12/17

We would like to once again apologise for the omission of the apologies for some members of the group and also for not clarifying the time of the meeting in the invitation letter we sent to the group.