

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

Date: 26.06.2017

Present: VF, PG, PK, JB, CD, Matthew Bench, Blessing Nwachukwu, Farzana Alam.

Apologies: JN, TS.

Minutes and matters arising from last meeting

The end of year targets have come and gone for 16/17. This year we are trying to be more proactive by arranging to review all patients with a chronic disease by September so we can have the rest of the year to review and monitor patients whose chronic disease is not controlled and need more intensive follow up i.e. for diabetic patients as well as chase up on patients who have missed their appointments due to being out of country or unavailable etc.

Anita House, which provides mental health care to the local community, has been closed. The team has now relocated to Homerton with other services. Dr Mcrae has said this is not an ideal solution for them as a lot of patients need home visits which are now more difficult to do and it is also difficult for local patients to get to the new location.

Staff News

Dr Doshi and Dr Home have now left the practice.

JB wanted to know about how it would affect minor surgery which was run by Dr Doshi. Dr Bench informs that we will not continue with minor surgery clinics at present as no other staff has been trained to run this clinic. Any minor surgery related conditions are now referred to the Nightingale Practice based in Clapton. The clinic may come back in the future once our staff receives more training for minor surgery. In terms of the ENT clinic we are no longer running this either and the equipment that we had such as the nasal endoscope has been sold to the Homerton which they have asked to purchase.

Dr Bench mentions about the gap the two doctors leaving has created is now covered by two locums, Dr Bhanderi and Dr Shafique who are doing regular shifts for us. This will be ongoing until August when we will be employing two new doctors.

Dr Amy Chapman who has been registrar with us will be joining us from September as a salaried GP. We have also employed Dr Helen Freeman who will be joining us from the end of August. Dr Daisy Higginson who was also one of our registrars will be working with us until December as a locum as she will be moving to Scotland.

We will be seeing how this works for us but may need to recruit again in the New Year.

Reception Seating Area

We installed a TV in the reception area which displays various NHS and health related information. This has been done to centralize how we display information to patients and reduce putting posters around the surgery. Due to this we have rearranged our seating arrangement so the TV is more easily viewable. This actually received some negative feedback from patients who were not happy facing the screen. So we have now changed the seating arrangement to half and half where one section has been made out like how it was previously whilst the other section faces the TV. We will collect feedback with this arrangement to see how it is preferred.

Storm hits BHGP in April

There was a big storm in April which affected the practice whereby a lightning strike hit the electric cables and majority of our computers lost all power and we needed to have them replaced. We have also lost our phone connection which caused a lot of delays and disruptions. We have now managed to resolve all the after issues such as some computers in clinical rooms still losing power from time to time CD suggested putting solar panels on or roof and Dr Bench said that as we do not own the building this cannot be installed but we will put this forward to our landlord the NHS Property Services.

AOB:

Ordering Prescriptions online: Some members 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.

PK wanted to know if we were affected by the cyber-attack. Dr Bench informed that the attack majorly affected the Barts Hospital and some practices in Tower Hamlets however we were not affected in City and Hackney.

The meeting finished at 2 pm.

Next meeting date TBC