

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

Date: 01.12.2016

Present: PG, JN, VF, JT, TS, JN, IS, LW, Dr Helen Drew, Blessing Nwachukwu, Farzana Alam.

Apologies: Dr Matthew Bench, PK.

Minutes and matters arising from last meeting

VF advises that the previous minutes read more like a report than minutes and recommends for member comments to be added as well as action points that are discussed as part of the meeting.

Staff News

The only change will be that one of our practice Nurse Margaret Adegoke will be leaving at the end of January 2017 and we will be recruiting a new practice nurse. LW wants to know if a nurse will be recruited soon, Dr Drew informs that we are looking at newly trained nurses in primary care and will be interviewing in January.

BP machine for reception

On getting feedback on the new self-service BP machine in reception, TS informs that he has tried it twice and wants to bring to our attention that the area needs a chair to sit and remove shoes as it may be difficult for elderly patients to do this without sitting, Mrs Nwachukwu informs this will be arranged. TS also enquired about linking the machine to the clinical system so the medical records can be updated with the results. The slip with the readings have tiny writing and does not come with recommendation as to what action to take next i.e. if BP is high if an appointment should be booked with a nurse or doctor.

Mrs Nwachukwu informs that right now we are collecting data manually so the slip with the results should be handed in to reception who will then pass the information to a clinician. Dr Drew discusses further regarding not connecting the machine to the clinical system-if a patient's blood pressure recording is high and it is automatically transferred to the EMIS system we wouldn't be notified and therefore will not be able to follow the patient up however if handed in at reception- based on the reading if i.e. the blood pressure requires monitoring the clinician can then contact the patient to arrange an appointment. The Self Service monitoring is an extra feature put in reception as a convenience for some patients and does not mean patients cannot make appointment with a HCA for BP checks when required.

TS also points out that the hole to put in hand through to have BP monitored may be dirty and as a solution JN suggests having a wall mounted alcohol dispenser. Dr Drew informs that the practice will work to implement this as soon as possible.

To maximize the use of the machine LW suggests asking patients to volunteer to use it. IS proposes advertising by putting up a notice with pictures and where to go especially for visually impaired patients; Farzana informs that many signs are already in place as well as notices.

In terms of having a TV Mrs Nwachukwu informs that Dr Addy will be visiting his local GP who also uses a TV for the purpose of keeping patients informed about latest news of the surgery and NHS, and how we can customize IS advises that we can speak to Laura Sharpe, from the GP Confederation who can provide us with information about the NHS and general wellbeing of patients which we can also advertise.

Questionnaire

The patient questionnaire has been circulated to patients in the past two weeks. The group is encouraged to take part and complete the questionnaire.

LW enquires about the short surveys she receives after each appointment asking to rate the practice- why she would receive after each appointment. Mrs Nwachukwu explains that this is the friends and family survey which sends automatic messages to all patients who has an appointment to collect data on a daily basis and use it for ranking the practice on the NHS choices. Mrs Nwachukwu also informs that this is not initiated or controlled by us. JN points out that sending constant messages may not be a good way to collect data and an annual paper survey may work better and be less frustrating for patients.

Christmas Opening Hours

Below is Barton House's opening hours for the Christmas period which will be advertised in due course.

BARTON HOUSE GROUP PRACTICE

Opening Times during Christmas/New Year

Friday 23th December	8.30 am – 6.30 pm	Thursday 29th December	8.30 am – 6.30 pm
Saturday 24th December	CLOSED	Friday 30th December	8.30 am – 6.30 pm
Sunday 25th December	CLOSED	Saturday 31st December	CLOSED
Monday 26th December	CLOSED	Sunday 1st January	CLOSED
Tuesday 27th December	CLOSED	Monday 2nd January	CLOSED
Wednesday 28th December	8.30 am – 5.00 pm	Tuesday 3rd January	8.30 am – 6.30 pm

AOB:

IS discussed about the Hackney Devolution Pilot. This event is an opportunity to find out about the CCG's commissioning intentions for 2017/19 and beyond. She informs that in the last meeting there weren't many attendees and encourages the group to attend to have their say.

LW asks if there is a way to ensure more privacy when speaking to reception members.

JN raises concerns over patient access and how patients are now allowed to choose a username.

TS raises the concern of receiving a phone call from a clinician whereby the clinician was unsure why the call was made.

Action points:

- The issue regarding clinicians being aware about why they are contacting patients would be discussed at the next clinic meeting and all clinicians will be advised about this matter.
- Ms Alam will speak to the clinical system and find out if there is a way for patients to create their own username and inform the group in the next meeting.
- If a patient would like privacy they can inform a receptionist and can then have a conversation in the adjacent Baby clinic room, or the BP monitoring room.

The meeting finished at 2 pm.

Next meeting date 30.03.2017