

Barton House Group Practice Patient Group Meeting

Date: 25.06.2015

Present: Dr Matthew Bench, Farzana Alam, Chloe Desouza, Pamela Guest, Patricia Kattenhorn, Janice Nicholls and Elizabeth Pillar.

Apologies: Blessing Nwachukwu

Minutes and matters arising from last meeting

There is nothing to be brought forward from the last meeting.

Staff Changes

Dr Bench lists the following:

- Dr Katrina Humphreys has returned from maternity leave.
- Dr Amy Banks who has been a locum for Dr Humphreys has now left the practice.
- Recruitment of two new doctors, Dr Natalie Settle and Dr Deepa Shah from the GP Confederation.
- Recruitment of new nurse Margaret Adegoke.
- Rose Jennings who has been practice secretary for the last 5 years has now left. 2 new secretaries have been successfully recruited internally.
- Two new receptionists have also been recruited.

Named accountable GP for all patients

As a result of a new government initiative, from April 2015, patients of all ages are required to have a named GP at the practice who will have overall responsibility for the care and support that the surgery provides for them. Previously this was provided for patients who are over 75 years of age but going forward, this will apply to everyone. By March 2016 all patients of the practice are to be allocated a named GP. Dr Bench explains that this will not change the way patients are currently treated at the surgery and patients will be able to see any doctor as before. If patients are unsure about this or need further information they can enquire at reception.

Time to talk

Dr Bench explains that time to talk has been introduced by the CCG to give patients who have two or more long term health conditions the opportunity of a 30 minute extended consultation to discuss worries, family issues and concerns that they have about their condition and to try and address these concerns.

This should assist the patients in managing their symptoms better and therefore reduce emergency admissions at the hospital. For the time being these appointments are held with the nurses.

Dr Bench notifies that there has been a 10% reduction in the A&E visits in City and Hackney over last year.

Appointments update

Dr Bench informs that we continue to struggle with access due to high patient demand. We have a system to fit demand by releasing a number of appointments which are bookable in advance and some that are bookable on the day. On the day, bookable appointments seem to go within the first 20 minutes of releasing them in the morning. For all patients who do not receive an appointment are added to the duty doctors list who are then guaranteed a call back as some issues can be resolved over the telephone.

We also offer extended hours early mornings and evenings Monday to Friday.

Future patient involvement with the practice

There is a need to grow the group and Barton House is advertising to recruit people of all ages from all backgrounds. At present we hold our meetings during the day which makes it difficult for patients who work, to attend. The group is flexible in the matter and agrees to have the meeting in evenings during the summer should it make it easier for new members to attend.

Miss Nicholls suggests that meeting invites should be sent a month in advance for better management of the group. The group would also prefer receiving invites via email. All email addresses have been taken by Farzana for future meeting invites.

There is a suggestion of having an open day for long term illnesses to gain awareness. The group is interested in promoting this and also become a part of the process.

Mrs Desouza suggests having a bake sale inviting all patients where the members can be involved. This is currently being taken onboard.

Any other business:

CQC inspection: The Care Quality Commission is visiting practices in City and Hackney. The group is informed that they would like to speak to PPG members and are requested to be present on the day. We will notify members in advance when we have our visit to see if they can attend.

Practice Leaflet: Miss Nicholls suggested that the practice leaflet should be updated with GP specialties. The leaflet is currently being updated and will hold this information once update is complete.

The meeting finished at 2 pm.

Next meeting date TBC.