**Barton House Group Practice**

**Patient Group Meeting**

**Date: 28.02.2019**

**Present:** Patricia Kattenhorn (PK), Janice Nicholls (JN), Pamela Guest (PG), Susan Fox (SF), Duke Jennifer (DJ), Dr Matthew Bench (Chair), Blessing Nwachukwu, Ifeoma Anikweze.

**Apologies:**

**Welcome & Apologies**

Dr Bench welcomed the group and thanked them for taking the time to attend the meeting.

**Matters arising from previous minutes**

**New Appointment:** At the last meeting some patients voiced their dissatisfaction with the new appointment system, the points raised were taken to the practice business meeting and some action plans were agreed:

* **Introduction of Patient Partner:**

This is an automated telephone system that enables patient to book appointment using the telephone system without speaking to reception? This will enable patients without online access to book appointment 24 hours in advance. This system will have the option to choose and book an appointment with your preferred GP if they have available appointments.

There will be an option to choose alternative language for non-English speaking patients.

* **Mental Health and Vulnerable patients:**

We are working on ensuring that vulnerable patients that struggle with the appointment system, like the mental health or vulnerable patients do have priority access.

The reason for the new system is to improve patient access. It is easier to access and quicker for the patients to be contacted. The new system has improved and is also less stressful for the duty doctor. The downside may be calling patients when at work.

We are tweaking and trying to make the system work better. The online appointments can be accessed and booked 24 hours earlier.

**Staff News**

Sharon the practice nurse and Sheri the Secretary have left the Practice. We now have Chenelle, Pauline Terrelonge (Agency Nurse) and a new Agency Secretary Monique Canuti. We also have new locum Doctors and Registrars (who are usually on short term contracts).

**Neighborhood Meeting**

Letters were sent to members of the PPG to attend the neighborhood meeting to participate in the discussion of setting up local services within the Neighborhood of Clissold Park which comprises of five local GP Surgeries.

Neighborhood is a move to develop a network of smaller groups of Practices to work together, so as to allow Nurses, Health care assistants, district nurses etc., to work within these groups.

Each group comprises of about 30,000 patients or more and would work closely with the social services. The GP confederation would manage the affairs of the neighborhood group.

The Neighborhood meeting takes place quarterly and patients are invited to take part.

**Hackney Health Watch Enter and View Visit**

Barton House had Enter and View Visit from the Hackney Health Watch in December. The purpose of their visit was to interview patients about their experience of using the practice.

Here are some of their recommendations:

* The appointments system needs to be kept under continual review and improvements made to ensure that patients who are not able or do not wish to book online are not disadvantaged.
* Practice should take steps to ensure patients do not feelrushed during consultations so patients can fully express their needs and concerns.
* Patient Participation Group information should be displayed more visibly to ensure those patients who are not using practice’s website are also aware of the group.
* The Complaints form should be made available in the public waiting area and prominently on the website along with information on the local Independent NHS Complaints Advocacy service

The full report is attached.

***Next meeting date: 23rd May 2019 at 4:30 PM***