

Minutes of the Meeting of Simpson House Patients' Participation Group held on Friday 4th December 2015 at 1200.

Present: Stan Carey, Geoff Harrison, Roger Jones, Keith Nicholls, Marilyn Bradley, Roopa Parmer, Elizabeth Hugo, Doris Ratnam, Cherry Tinson, Bernice Phillips, Ashley Porter, Debbie Doel and Daniel Goldwater

Apologies: Margaret Carey, Pat Stuart, Asoke and Anamita Dutta, Meenaxi Shah,

Welcome and Introductions

Bernice welcomed members to the meeting and introduced Roopa Parmer from Harrow Carers to talk about Harrow Community Click.

1. Minutes of the last meeting

The minutes of the meeting held on 4th September having been circulated were agreed with the following correction – In the Section 'The Practice On-line Presence, the last sentence stated 'Geoff insisted it should be updated daily – including Twitter & Facebook'. It should have read 'Geoff said the website should be updated regularly and if they were going to be continued, Facebook and Twitter too.' With this one correction, the minutes were signed by the Chair.

2. Matters Arising

Roger asked whether there was a pattern to the appointment system of missed appointments. Daniel Goldwater said it was all to do with the pre-bookable appointments (referring to the last meeting item on the appointment system).

3. HPPN/CCG Information

Bernice gave an update on what is happening within the HPPN and CCG. She explained that the HPPN is a group of chairpersons or their representatives of PPGs, it has been in existence for two years, and most PPGs in Harrow take part in it. The HPPN has signed a compact with the CCG to work with them, communicate information and apply for funding for projects, for example, a mentoring scheme by experienced PPGs to new PPGs; going into schools to give information and encouragement on using the health service appropriately to young people, especially those in new communities. The HPPN members meet four times a year and the committee meets a further four times a year with the CCG. Bernice is open to questions about its work and she will give updates at PPG meetings. Roger questioned whether it was appropriate to use schoolchildren to input to parents.

4. Newsletter

The newsletter is almost ready for circulation. Thanks were given to Ashley for her work on our newsletter. Patients could opt to have the newsletter sent to them electronically but printed copies of the newsletter would be available at the surgery.

5. The Surgery Health Fair

This had taken place at the Harrow Borough Football Ground, Earlsmead on Saturday 21 November 2015, had gone well but was poorly attended. Dr Patel's talk on diabetes was excellent but not enough people heard it. Discussion took place on the venue being suitable but out of the way. Further Health Fair events would be planned. Keith said he would offer support towards reaching patients who needed to come but hadn't attended. 8000 emails had been sent out to target patients. It was suggested that volunteers could deliver information to patients only knowing the addresses and not names, but even if unnamed envelopes were put through doors, they might be treated as junk mail and unread.

6. Surgery Opening Times

Stan Carey asked about the government's intention for 7 day opening of GP surgeries; Daniel Goldwater replied that the Government was retreating on this issue; Simpson House already provided a late evening surgery on Monday and a Saturday morning surgery and these times are well used. There are no plans for more opening times; the surgery is not a walk-in facility and patients can always use the Alexandra Avenue clinic when needing urgent attention without an appointment. A clinical report on treatment to Simpson House patients using Alexandra Clinic comes back to the surgery.

7. Disease/Conditions Specific Information Packs

Roger and Cherry asked if information for specific diseases could be available. For example, Dr Patel's talk could be used and similar information. Daniel said that these can be downloaded from the internet and any GP can do this at the time of diagnosis to give to patients, for example in cases of diabetes, asthma etc. There would be an asthma action plan for each patient. Cherry said that, as a carer she did not have access to the information or help, which she needed. Carers were not aware of sources of support and needed to be linked into Harrow Carers. Ashley wished that Dr Patel's talk had been recorded and it was a good idea for the doctors to make short videos on their specialist subjects.

8. The Practice Notice Board

The exterior Practice Notice Board had been put up outside the surgery with notices mounted inside. Thanks were expressed to Daniel for put it up. Current and relevant notices can now be displayed. The information needs to be kept updated with ongoing events and times.

9. Current issues at the Practice

Ashley said that there is a shortage of nurses locally and nationally so there is a problem with nurse appointments. One nurse is leaving but there is a new temporary nurse and another nurse is increasing her hours. Health Care Assistants can raise their skills and become nurses. The Christmas opening times: the surgery is expecting to close at 4pm on Christmas Eve. Daniel said that there are a lot of appointments available on Christmas Eve, but after a brief morning rush, the surgery is usually empty during the afternoon.

10. The Carers Support Group

Roger said only 2 people attended the last group meeting and before that, only 3 people had come, but the value to those carers was not to be underestimated, in providing relief to them. A speaker from Social Services is planned for the January session to speak on the new Care Act. Roger said it would be useful to have a contact list for patients who were carers; this could be put on the website for people to add their details.

11. Future Events

Ashley said that another health fair will be planned for May or June. Roopa – had come from Harrow Carers to explain the new website Harrow Community Click, which was a facility so that people who joined could share time and services provided between each other with no money changing hands. Those registered would offer some time to do something for others e.g. an hour’s gardening or teaching someone to knit, and then they would gain an hour’s credit from doing that, which they could use to get a service from someone else. The idea was to put people in touch with each other and prevent isolation as well as to improve community spirit and interaction. Anyone living in Harrow could join and it was not restricted to elderly people or carers. Roopa also mentioned that Harrow Carers offered many services and activities giving lots of information and therapeutic support to carers for anyone in that role and urged them to get in contact and become registered.

12. Any Other Business

Elizabeth said she had attended a community consultation event by the CCG on 22nd October, before it issued its document, Commissioning Intentions 2016-2017, which she had read and found no inclusion of the concern which she had raised at all, so it made one wonder what the point was of contributing to these public consultations, when it made no difference to what was decided. However, as a PPG we should take notice of what was in the document, as it would affect the practice, clinical matters and patient care. Daniel Goldwater said he felt sorry for the GP Lead, Dr Amol Kelshiker, because he had an impossible role as the Government had delegated responsibility for maintaining services during a time of uncomfortable cuts to the GP commissioning groups, to allow them to take the blame and he thought it was a cynical ploy on the government’s part. Bernice said it was a big item to discuss so not appropriate now and that she would arrange a speaker from the CCG to come to a subsequent meeting to inform the PPG on how the document affects our surgery.

Bernice invited Roopa to attend the Carers meeting on 18th December, to talk about Harrow Carers and Community Click.

Bernice, on behalf of the group thanked all the Staff at Simpson House for their care and attention to the patients throughout the year and thanked them for their hard work.

13. Date of the Next Meeting

The date of the next PPG meeting, which will be the AGM, is scheduled for 22nd April 2016 at 1200.

Sign(Chair)

Date