

Simpson House Medical Centre

Patients Participation Group

Minutes of the Patients Participation Group meeting held on Wed 8 June 2016 at Simpson House Medical Centre.

Present: Bernice Phillips (Chair), Pat Stuart (Secretary), Asoke Dutta (Vice Chair), Stan Carey, Geoff Harrison, Karen Titmuss, Elizabeth Hugo, Doris Ratnam, Roger Jones, Cherry Tinson, Marilyn Bradley, Janet Tabinski, Sushila Shah, Chandra Shah, Ashley Porter (Practice Manager), Debbie Doel (Reception Manager).

Apologies: Margaret Cary, Keith Nicholls, Anamita Dutta, Sylvia Parsons, Monica and Arthur Peel, Dr Daniel Goldwater.

Welcome and Introductions

Bernice welcomed members to the meeting, especially those who had not attended before. She thanked Geoff Harrison for taking the minutes.

As an experiment, this meeting was held in the evening to give those that perhaps were unable to attend the daytime meetings an opportunity to do so. There were 4 new people who had not been to the previous meetings.

Elizabeth Hugo asked what the purpose of the Group was. Bernice gave a brief overview of the aims and objectives of the Group.

Previous Minutes

The minutes of the previous meeting (with a minor correction) were formally approved and signed.

Matters Arising

None

Transforming Care Partnership Plan and the Joint Commissioning Strategy for People with Learning Disabilities and Autism

This is a joint plan between the Harrow CCG and the Council.

Bernice read several extracts from the document, which will be circulated to those attending.

Health and Wellbeing Board

Elizabeth drew the meeting's attention to this body. Public meeting information is published on the Council website. The long term aim is to place people back into the community, rather than residential care.

Harrow Council Core Services / Disability Services

Asoke pointed out that there are significant gaps in the provision of these services.

Roger commented that provision appeared to be finance lead rather than needs lead.

Harrow funding from Central Government is and has been significantly lower than other similar boroughs and this impacts provision in many areas.

HPPN/CCG Information

The Harrow Patient Participation Network is a grouping of the borough's PPGs. So far around 16-18 of the 34 practices are members and it has a compact with the CCG. It also plays a role in assisting new PPGs. As of April 2016, PPGs are now a mandatory government requirement.

Other boroughs are now looking at their own versions of the HPPN. The group is also looking at setting up a website.

Setting up a third Hub (the preferred term for what were more commonly known as Walk-in Centres) in the east of Harrow would help relieve pressure on Northwick Park Hospital, which is struggling.

There is also the matter of health provision for the 4000+ expected new residents when the old Kodak site is developed.

The service at the Alexandra Ave Hub has got worse, but the provider is working on improvements. They have only recently had their contract renewed and there needs to be a settling down period.

Newsletter

The PPG Newsletter is currently prepared by a small sub-committee within the PPG and then forwarded to Ashley for layout and publication. The latest edition of the newsletter has now been circulated to all those signed up. It is also available on the Practice website and hard-copies are available in Reception.

The practice has 11,500 patients and there is still a significant number of those who do not see the Newsletter. Ideas for ways to improve publicity and circulation would be gratefully received.

Noticeboard

The new noticeboard outside the front door of the Practice is now being updated on a more frequent basis. Committee members can ask Reception for the key to remove expired items or to add new ones.

The new Practice Housekeeper works 2 days a week and is also keeping the inside noticeboards tidy.

Current Practice Issues

Ashley informed the meeting that there is to be a new phone system provider from July. This will include a completely new phone system with 30 lines rather than the current 15. Ashley is also trying to get "Pilot Practice" status to allow the Practice to be amongst the first to trial new features.

Dr Patel is leaving the Practice in July to work within the new "Virtual Ward" scheme. She will be replaced by Dr Shah and he will be starting on 1st August.

There is also the possibility of getting a new nurse to supplement the current team.

Health Fair

This went well, although more attendees would be welcome.

Carers Support Group Coffee Mornings

These are held on the 3rd Friday of the month. There are often only a few who come, but it is seen as a useful event. Often people come more for respite and the chance to chat than anything else.

Future Events

Diabetes Prevention – 16th July from 10:00 – 12:30 (provisional)

Venue: Harrow Borough Football Club (to be confirmed)

The PPG may also have a presence / stand.

AOB

Diabetes Self Help Group: Janet moved to the area around a year ago. She has Type 2 diabetes which, by her own admission, is not as well managed as she would like. She was thinking of starting a self-help group, to possibly meet at her house, where members could get tips and encouragement in managing their condition.

Cherry suggested that she might like to prepare something for the forthcoming Diabetes event.

Bernice suggested that it could be done under the auspices of the PPG.

Ashley offered the Conference Room and the possibility of a nurse from the Practice.

Appointment Reminders: Cherry suggested that appointment reminders include the day as well as the date, as many people find remembering 'Tuesday' easier than just a number.

Urine Infections: Pat asked if there was a way of getting checked than having to wait for an appointment. Ashley suggested that samples could be left at reception for the Doctor to check and then follow-up as needed.

NAPP Annual Meeting / Conference: Bernice advised the meeting that this would be taking place on Sat 11 June in Oxford, but that she was unable to go herself.

Date of next Meeting

The next meeting will be held on: Friday 16 September at 12:00 in the Conference Room.

Sign

Chair

Date