

Simpson House Medical Centre

Patients Participation Group

Minutes of the Patients Participation Group meeting held on Friday 09 December 2016 at Simpson House Medical Centre.

MEETING AGENDA

1. Welcome and Introductions
2. Apologies
3. Minutes of last meeting
4. Matters arising
5. HPPN/CCG Information
6. New Telephone System
7. Newsletter
8. Current Issues at the Practice
9. Carers' Support Group Coffee Mornings
10. Future Events and Projects
11. Any other business
12. Date of Next Meeting

Attendees: Doris Ratnam, William Miles, Merlyn Woon Soong, Charlene McKenzie, Keith Nicholls, Cherry Tinson, Roger Jones, Geoff Harrison, Marilyn Bradley, Pat Stuart, Bernice Phillips, Daniel Goldwater.

Apologies: Chandra Shah, Asoke Dutta, Stan and Margaret Carey.

Welcome and Introductions

Bernice welcomed everyone to the meeting. Brief introductions were made by those in attendance.

Minutes of the last meeting

The minutes of the previous meeting were formally approved.

Matters Arising

Following on from the last meeting; although the CQC visit had been concluded, delays due in part to the holiday of the author and a new inspection regime meant that process had taken longer than expected and the final report had not been issued within the planned 6 week timeframe. It is currently still awaited.

HPPN/CCG Information

Bernice attends Harrow Patients Participation Network (HPPN) meetings and reported back on topics which have been discussed:

- There are currently around 34 Surgeries in Harrow with some 28 currently being HPPN members.
- The HPPN liaises with the CCG
- The HPPN shares good practice and highlights issues

New Telephone System

The new phone system ([Babblevoice](#)) is a large project and has now been installed for approximately 1 month. It is a completely new IP based phone system which

allows unlimited incoming calls (subject only to the number of staff on Reception available to answer them).

The system includes extensive data collection logs which can be used to identify performance issues and bottlenecks. There is also a paperless fax system which transfers to email.

As might be expected with such a large project, there have been some teething troubles but these are being worked through as everyone becomes more familiar with the increased capabilities and features of the new system.

There is also a texting system which sends appointment reminders to patients and this is expected to help reduce numbers of DNA (did not attend) instances.

Newsletter

Pat advised that the Christmas issue is in preparation and is expected to be out later in December. It will be circulated to all those signed up and will also be available on the Practice website with hard-copies being available in Reception.

Anyone who has items for inclusion should email them to Pat for editorial review (patricia.stuart@btconnect.com).

Current Practice Issues

The Yoga classes which had started to be held at the Practice have had to be suspended temporarily as Simpson House is not insured for this type of activity. In the meantime, anyone interested might wish to join the free daily Tai-Chi sessions held in Roxeth Park.

The Practice team is now stable with Simone (an extended scope nurse) and Aisling (an ex-hospital, practice nurse) now on board.

Carers Support Group Coffee Mornings

These are held on the 3rd Friday of the month and occasionally have included a guest speaker. They are often sparsely attended, but it is still seen as a useful event. Often people come more for respite and the chance to chat than anything else.

Future Events and Projects

Nothing planned as yet. No new events likely until the summer. There may be a change of venue for future events to encourage attendance by greater numbers.

Any Other Business

It was noted that the Virtual Ward, which had been established to provide integrated, urgent anticipatory care for people in Harrow aged 65 years and above with one or more long term conditions, had got off to a rather slow and somewhat shaky start. The scheme, which requires GP referral, is eventually planned to be rolled out to all areas of the Borough.

Date of next Meeting

The next meeting will be the AGM and will be held on: Friday 21 April 2017 at 12:00 in the Conference Room.

Sign.....Chair

Date.....