

PATIENTS' PARTICIPTION GROUP
A.G.M. HELD ON FRIDAY 10TH APRIL 2015 AT SIMPSON HOUSE

PRESENT:

Bernice Phillips (Chair), Asoke Dutta (Vice-Chair), Pat Stuart (Secretary), Geoff Harrison, Cherry Tinson, Roger Jones, Marilyn Bradley, Keith Nicholls, Stan & Margaret Carey, Anamita Dutta, Monica Peel.

WELCOME;

Bernice thanked all present.

APOLOGIES:

Doris Ratnam. Rose Thompson. Daniel Goldwater. Debbie Rozewicz, Meenaxi Shah

MINUTES OF LAST MEETING:

No queries and were adopted.

MATTERS ARISING:

Bernice spoke for Elizabeth regarding support for Autism. To be included in June Agenda.

GUEST SPEAKER:

Sanjay Dighe, Member of Harrow CCG (Clinical Commissioning Group)

The 2012 Health and Social Care Act put Clinicians, G.Ps in charge instead of Managers. Lay Members and patients were also critical to the involvement in decisions.

The Commissioning Group represent the Borough and the Providers G.P.s and Hospitals. Providers were responsible for the Budget. It is hoped that in the next few years more care can be carried out in the community and away from hospitals. NHS England will still be responsible for specific areas: for example - Cancer Care, Kidney.

The CCG is non- political. After the Election, they need to ensure that Harrow gets appropriate funding as at moment, it has less than its fair share of funding. Funding has been weighted on deprivation and now age will get greater weighting. Information is refreshed every 2 years. Harrow's funding has been 12% below with deprivation. Geoff queried the underfunding. It was explained that in some instances there had been overfunding. However, the rebalance would have to be done gradually, as it would not be fair to suddenly recall all overfunding.

Asoke mentioned £250 million efficiency target in pipeline. Cherry quoted piece of equipment she needed that she sourced on line as it was ½ the price quoted by NHS Supplier. She also mentioned wastage with regard to using 1st class postage relating to annual Hospital Appointments. Meeting agreed that areas of wastage should be identified and forwarded to Sanjay, in order that he may raise them with the CCG. Roger Jones raised concerns regarding conflict of interest with G.P.s in their role as Providers. Sanjay felt that this was very unlikely to be the case.

CHAIR REPORT.

Bernice had become joint secretary of HPPN, and attends many meetings on our behalf. The Simpson House PPG has been in existence for 3years but was only formalised 1 year ago. During the year, the Group has been constructive in assisting with the Annual Survey, raising subjects of dealing with Missed Appointments, hand sanitizers and instituting a quarterly Newsletter. Last October we inaugurated Carer's Coffee Mornings. These have continued on a monthly basis and although very limited attendance at the moment, it was agreed that they should continue on that basis. Changing to bi-monthly was discussed It was agreed that constant promotion throughout the Practice was essential in order to encourage Carers to come to these Meetings. Support was also needed from the Committee and it was agreed to set up a Rota of all Members, in order to spread the load.

Cherry mentioned one lady who had turned up at the last Coffee Morning and just needed to talk through her problems and much appreciated the opportunity to do so. The HPPN is the umbrella organisation for all PPG in area and has proposed that Carers' Groups should be introduced at all surgeries. It was hoped that we would lead the way in this.

Bernice thanked Ashley and all the Doctors and Staff at Simpson House for their dedicated support to the patients. She thanked Asoke and Pat for their work on behalf of the Group and all other Committee Members. She pointed out that Simpson House was one of the best Practices in the Harrow Area. She also proposed a collection for a Wedding Gift for Ashley. This was accepted and a John Lewis Gift Card to be purchased with money collected.

The next HPPN/CCG Meeting is to be held on 29th April, when contracts will be discussed.

Asoke thanked Bernice on behalf of the Committee for all her work and dedication to the Group.

SECRETARY'S REPORT:

Nothing of significance to report.

PRACTICE MANAGER/G.P.'s REPORT.

Missed Appointments - The Doctors have agreed that patients missing 2 appointments in 6 months would receive a warning letter, pointing out that any further missed appointments could lead to removal from the practice list. On occasions, some missed appointments could be attributed to Brackenridge House and is to be monitored. Dr Goldwater and Dr Patel had the most missed appointments.

Magazines – following the Health & Safety Audit, Magazines were now available but had to be checked twice a day, to ensure good condition.

Computer/Telephone System – much improved just small issues to be resolved. Two quotes to change telephone system - £9000.00 and £12500.00 and were not affordable at this time. Some of the Doctors did not see the value in a queuing system but Ashley does.

Despite notices in reception, pointing out times to 'phone for results, etc., this was still being ignored by patients and the biggest pressure was still at 8.30 a.m.

EMIS – it was possible to inform waiting times to see Dr or alternatively, notification of how many patients ahead. It was agreed that the latter would be the best option.

Away Day – Ashley said this had been very beneficial. It was agreed that staff would be divided into Admin and Reception. Would be decided on who was thought to be best suited to roles. There will be an Admin Manager.

Two nurses – one to be full time Community Nurse but non-district.

As Dr Seyan is retiring, he is to be replaced with a salaried G.P.

Triage Consultations might be cancelled.

ELECTION OF OFFICERS:

Chair, Vice-Chair, Secretary and Committee were re-elected unopposed.

CARERS' SUPPORT GROUP COFFEE MORNINGS:

The Coffee Mornings have not been well attended but it was agreed to continue Meetings on a Monthly Basis. Bernice will organise a Rota and will inform dates in advance for Committee Members to commit to a date. Continued promotion of the Coffee Mornings to be widely displayed in the Surgery and Carers identified whenever possible. Asoke suggested someone from Mencap be included at a Meeting.

IMPACT OF CLOSURE OF WASU PRACTICE

Ashley said the impact of patients from the Wasu Practice had been very tough but had now settled down a bit. Most were added to Daniel Goldwater's List, as it was his turn to take on new patients. The Meeting wanted to know if there would be NHS Finance available for taking on the new patients. Dr. Wasu is now working as a locum.

ANY OTHER BUSINESS:

Monica raised the difficulty of 'phoning for appointments and was advised to try and access this facility on-line.

Ashley pointed out that Medical Records were to be made available on line but care and scrutiny needed before this can be fully achieved. Meanwhile, Pat was her guinea pig, tested to initiate this service and is now able to access data regarding injections.

NEXT MEETING :

Noon Friday 12th June at Simpson House.

Sign
Chair

Date