

# Simpson House Medical Centre

## Patients Participation Group

**Minutes of the Patients Participation Group meeting held on Fri 13 October 2017 at Simpson House Medical Centre.**

### MEETING AGENDA

1. Welcome and Introductions
2. Apologies
3. Minutes of last meeting
4. Matters arising
5. Pat Stewart
6. Flu Vaccinations
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:** Asoke Dutta, Marilyn Bradley, Stan Carey, Geoff Harrison, Roger Jones, Cherry Tinson, William Miles, Doris Ratnam, Debbie Doel, Dr Hussein and Jak Linsell.

**Apologies:** Bernice Phillips, Merlyn Woon, Margaret Carey

### **Welcome and Introductions**

Bernice was unable to attend on this occasion and so Asoke welcomed everyone to the meeting in her place. Brief introductions were made by those in attendance.

### **Previous Minutes**

The minutes of the previous meeting were formally approved without change.

### **Matters Arising**

None

### **Pat Stuart**

Asoke gave an appreciation of Pat Stuart, who had sadly recently passed away, which was supported by all those present. Pat was a founder member of the PPG and had made valuable contributions including taking the minutes of PPG Meetings

and collating information and submissions for articles to be published in the PPG Newsletter.

### **Flu Vaccinations**

Clinics are now being held at the surgery. There was some discussion concerning pharmacies, who can also administer the vaccination, and payments received for each vaccination made. It was felt that patients should if possible have their vaccination at the surgery. It has access to patient records, whereas pharmacies do not. The vaccination payments would also benefit the surgery.

### **Newsletter**

Cherry advised that the latest Newsletter is planned for publication in November and should include an article by Dr Goldwater on Domestic Abuse.

Anyone who has items for inclusion in a future Newsletter should now email them to Marilyn Bradley for editorial review ([jmarilynw@yahoo.co.uk](mailto:jmarilynw@yahoo.co.uk)).

It was also noted that currently there is only a single issue of the Newsletter available on the website. A request was made to consider including past issues as well, so that people could go back and view them later, for example to read or refer to past articles.

The possibility was also mentioned that some of the articles on health topics that have appeared in Newsletters could be made available as videos for patient information and future use within the Practice.

### **Current Practice Issues**

Jak, the Practice IT Technician is back after a 6 month absence. Sadly 2 of the new receptionists left (one to go to another surgery, the other to do something else). One has been replaced by a part-time receptionist. Aisling, the Practice Nurse, is leaving to return to hospital nursing thus creating another vacancy.

As a result of a CQC recommendation, locks have now been fitted to various internal doors.

Blood Tests are now done at either Roxbourne Medical Centre or in-house as the Centre in Alexandra Avenue no longer carries them out.

HEROS – The **H**arrow **E**lectronic **R**eferrals **O**ptimisation **S**ervice – is now operating. This is an additional layer of review for hospital and other referrals. It has been running for 2 months and is similar to the systems operated in Hillingdon, Ealing and other Boroughs. At the time of writing, no referrals made by the Practice have been turned down. HEROS can make recommendations, but ultimately, patient choice about their treatment still remains.

The EMIS system now in use at the surgery has a better backup facility than the old Vision system it replaced. This is important if a part of the system should fail, but also for recovery from malware attacks such as the recent WannaCry incident.

Appointments are released each day to the on-line booking system (normally by Debbie) at 08:00. Cherry asked whether it would be possible to show holidays on the

system, so that people would know why there were sometimes periods where no appointments are available for a particular doctor.

People should now use the on-line service for prescription renewals, rather than the old email method.

It was noted that, as mentioned previously, the Practice website still needed to be updated as there are both duplicated items and the news section is not being kept up-to-date.

**Carers Support Group Coffee Mornings**

These are held on the 3<sup>rd</sup> Friday of the month and have occasionally included a guest speaker. However, they are often sparsely attended, save for a few regulars, and more people would be welcome. The possibility of sending text reminders to those patients who are known carers was mentioned.

**Future Events**

Nothing planned as yet.

**Any Other Business**

None

**Date of next Meeting**

The next meeting will be held on Friday 8<sup>th</sup> December 2017 at 12:00 in the Conference Room.

Sign .....

Chair

Date .....