

# Simpson House

## MEDICAL CENTRE

### Patients Participation Group

Minutes of the Patients Participation Group Annual General Meeting held on Friday 28th April 2017 at 1200 at Simpson House Medical Centre.

#### **THOSE PRESENT:**

Marilyn Bradley; Ashley Porter; Daniel Goldwater; Asoke Dutta, (Vice Chair); Anamita Dutta; Merlyn Woon Soong; Roger Jones, Cherry Tinson; Elizabeth Hugo; Debbie Doel; Bernice Phillips (Chair).

#### **APOLOGIES:**

Pat Stewart; Geoff Harrison; Keith Nicholls; Stan Carey; Margaret Carey; Doris Ratnam; Janet Tabinski.

#### **WELCOME:**

Bernice after welcoming Ashley told the meeting that she had invited Dr. Amol Kelshiker to talk on 'Harrow Initiatives in Health but unfortunately he was unable to attend due to commitments to his own GP Practice.

#### **MINUTES OF LAST MEETING:**

A correction to spelling of A Dutta's surname was noted.  
The Minutes were adopted.

#### **MATTERS ARISING:**

There were no matters arising.

#### **CHAIR'S REPORT:**

Bernice gave an overview of Group activities over the past year. See report attached.

#### **PRACTICE MANAGER'S/GP REPORT:**

##### **Current Issues at the Practice:**

Dr. Goldwater told the meeting that the new Babblevoice telephone system has enabled more patients to obtain an appointment more quickly. A new appointment system using the telephone keypad is being trialled.

Same day appointments are now available online from 8am.

Due to an immense amount of work by Ashley, the CCG report has now been upgraded to "Good" in every department.

##### **Staffing:**

Drs Shah and Khan have joined the Practice. Morgan has left the Reception Team and Jak Linsell, the IT manager has also left due to travel difficulties. Two new receptionists have been appointed.

The nursing team has now stabilised and all members are settling in.

**ELECTION OF OFFICERS:**

All officers agreed to stand and were duly elected.

**CARERS SUPPORT MEETING:**

Although the number of carers who attended the meeting is small, it is still felt to be worthwhile as those who do attend gained considerable help.

It was also agreed that the surgery would text carers with details of the next meeting. Dr. Goldwater suggested drafting a leaflet that doctors could hand out to relevant patients, Bernice agreed to do this.

**NEWSLETTER:**

Thanks were extended to Ashley for still compiling the Newsletter even though she was still on maternity leave. She said that the next Newsletter was almost ready for publication.

Anyone wishing to contribute articles should contact Pat at [patricia.stuart@btconnect.com](mailto:patricia.stuart@btconnect.com).

**A.O.B.**

Registration of new patients: It was suggested that a poster should be displayed in the surgery informing new patients of times for registering. This should free up Reception staff.

Jeff asked the Practice to look into the use of credit cards for payments to the surgery, Dr. Goldwater said that they were evaluating a system.

Cherry reported that repeat online prescriptions were not being dealt with when the doctor is on holiday. Dr. Goldwater said that the Practice was aware of this glitch in the system and it was being investigated.

Merlyn again mentioned the Tai Chi classes she runs in Roxeth Park, every day 9am to 10am. Ashley agreed to put the details in the Newsletter.

**DATE OF NEXT MEETING:**

To be held at Simpson House on Friday 23rd June at Noon.

The meeting closed at 1 30 pm.

Sign ..... (Chair)

Date.....

## Simpson House PPG AGM 28 April 2017

### Chair's Report

Despite all the adverse publicity about the NHS and how doctors are leaving the Service and GPs are not being recruited, here at Simpson House, we have continued to receive the same good service we have always had.

The new telephone system has been implemented and, I believe, from a patient's point of view it has improved the appointments system. I, for one, have found it considerably less stressful to ring at 8 30 am and be told I am fourteenth in the queue with regular updates of my position, rather than having to continuously redial until I get the ringing tone.

The Newsletters have continued to be published four times a year and we thank Ashley for continuing to do this even though she has been on Maternity Leave. The newsletters are informative and interesting to read and we need to look at ways of getting them out to more patients.

The CQC inspection took place in July last year and the final report was favourable. Thank you to those committee members who were willing to be interviewed by the Inspectors. Whatever the result of their inspection, we, the patients know that our doctors, medical and admin. staff are doing an excellent job and have our interests at heart.

The Carers' Support Group Coffee Mornings, which take place on the third Friday of each month in the Methodist Church across the road continue to be a valuable and valid resource for carers who are in need of support. It is regularly attended by 3 or 4 Carers (not necessarily the same ones) and a similar number of Committee members. I want to thank, especially Roger, Doris, Asoke and Cherry from the Committee who come along most weeks.

It has been good to have the notice board outside on which we can advertise PPG events and activities.

I attend the Harrow Patient Participation Network (HPPN) meetings regularly and get information on the wider front of the NHS and what is happening with the Clinical Commissioning Group (CCG). If anyone would like to attend with me, you would be most welcome.

Finally, I want to thank all the committee members for their support throughout this year, especially Pat, Marilyn and Cherry who have edited the Newsletter. Pat has not been well over recent months and has been unable to take minutes at PPG meetings and I am very grateful to Geoff who has willingly taken on this task. And on behalf of all the patients of Simpson House a big thank you to our doctors and all staff members, who give us an excellent service.

Bernice Phillips  
Chair

28 April 2017