

## PATIENT FORUM MEETING – WEDNESDAY 16<sup>th</sup> MAY, 2018

### **Present:**

TR – Chair

LT

GO

Dr Meena Krishnamurthy (Senior Partner)

Mandy Lawrence (Practice Manager)

Kerry Reynolds (Trainee Practice Manager)

### **Welcome**

TR welcomed those present to the meeting.

### **Apologies**

SB

SE

AM

WS (new member)

### **Correspondence**

Discussion about email ML circulated regarding 'Community Voices', the email was originally sent by City & Hackney CCG and is in relation to training front line staff (reception) to sign post patients to other services. It's unclear who would be funding this project and how it might be implemented. MK to obtain more information from the CCG to facilitate further discussion **Action MK**.

### **Update from the previous meeting**

#### **City & Hackney CCG funding for implementing practice improvements**

ML obtained suggestions from the virtual patient forum members, the majority of whom were in agreement and happy with the suggestions made:

- An electronic information board
- Toys/children's area for the waiting room - members raised concerns about infection control, MK and ML advised the toy's would be 'static' and infection control and cleanliness arrangements would be discussed and implemented before purchasing.
- Community notice board.

In addition there was a suggestion of a staff notice board with staff names and photos which members also agreed would be a good idea. Members discussed the possibility of a calling screen for patients, as sometimes it can be difficult for patients to hear when a clinician is calling them for their appointment. MK and ML explained that due to the layout of the practice, access can't be obtained to clinical rooms without an access card and that clinicians are happy to continue collecting patients from the waiting room.

ML to inform the CCG how the practice plans to spend the funding, research information to implement these and provide an update at the next meeting **Action – ML**.

### **Staff changes**

ML advised of the following:

Dr Krishnahan Muthukumarasamy – was on a fixed term contract covering maternity leave is now a permanent Salaried GP from 1<sup>st</sup> April

Dr Anisa Pathan – was on a fixed term contract covering maternity leave is now a permanent Salaried GP from 1<sup>st</sup> April

Ingrid Upingasana (Health Care Assistant) – is due to leave in June to take up a place at nursing college. A temporary HCA has been appointed to start on 29<sup>th</sup> May, interviews for the position will take place on Monday 4<sup>th</sup> June.

Lara Cosmetatos (Receptionist) – was appointed on a 6 month fixed contract until April, she has now left the practice to go travelling.

ML explained that the reception and admin structure is currently being reviewed.

## **Service changes**

### **Patient online services – repeat prescriptions**

As requested ML provided an update on patient online services, the practice are aware some patients have had difficulties requesting their medication via this service and ML has raised these concerns with City & Hackney CCG as well as NHS England; ML is awaiting a response. The Practice currently has 24% of patients signed up to use the service and have a target of 30% to reach for 2018/19. ML went through the Practices EMIS utilisation reports and targets for EPS (electronic prescribing service), POLs (patient online services), e-RS (electronic referral service) but explained these are often out of date and do not correspond with the reports we generate within the practice. ML explained there is an EMIS update scheduled for Saturday 18<sup>th</sup> May which will hopefully resolve this issue.

Members asked that an update on patient online services be provided at the next meeting **Action ML.**

### **GDPR (General Data Protection Regulation)**

ML advised members that all practices within the GP Confederation are yet to receive guidance on how the practice needs to be reacting to the new regulations. ML explained these regulations are regarding the data we hold on patients and how we use the information. This may have an impact on how patients are given access to records if requested (e.g. may be in electronic form opposed to paper). The practice will have a privacy notice displayed within the practice, on the website and in the practice leaflet by 25<sup>th</sup> May. The new patient registration will be reviewed and amended in line with the regulations.

### **AOB**

Members raised concerns about Rowlands pharmacy in relation to the staff and the queues. ML explained she had previously met with the pharmacy manager to raise concerns the practice had experienced and since then there has been some improvement. ML advised members to feedback concerns to the pharmacy manager.

**Chair – meeting on 15<sup>th</sup> August 2018,**

TR