

# PATIENT FORUM MEETING – WEDNESDAY 15<sup>TH</sup> AUGUST, 2018

## **Present:**

TR – Chair

DB

AM

LT

Mandy Lawrence (Practice Manager)

## **Welcome**

TR welcomed those present to the meeting.

## **Apologies**

SB

WS

Dr Meena Krishnamurthy (Senior Partner)

## **Correspondence**

None.

## **Update from the previous meeting**

### **‘Community Voices’**

As MK was unable to attend the meeting members requested that an update about the initiative be provided at the next meeting. **Action – MK.**

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

ML advised costings were being obtained. A further update will be provided at the next meeting.

**Action – ML.**

## **Staff changes**

ML advised of the following:

Dr Gill Goldberg (Salaried GP) – has returned from maternity leave.

Dr Jane Miles (GP Registrar) – completed her placement on 31st July. She will return to the practice on 28th August as a Salaried GP (6 clinical sessions).

Dr Amy Adesara (GP Registrar) – commenced her placement on 1st August; she will be at the practice for 6 months.

Jackie Ricketts (Practice Nurse) – leaves the practice on 12th September; she is going to a much larger practice where there are more opportunities for nurse development. We are currently advertising for a replacement; the closing date for applications is 17th August.

Jade Dela Cruz – takes up her post as a Health Care Assistant on 20th August.

Kerry Reynolds (Trainee Practice Manager) – has been offered the post of Assistant Practice Manager; she will commence her new role on 1st September when her current placement ends.

Samantha Charles (Patient Services Assistant) – has been promoted to Patient Services Supervisor; she will commence her new role on 1st September. We will be advertising for her replacement shortly.

Lesley de Nemethy (Notes Summariser) – has retired. We are currently reviewing the practice requirements in terms of a replacement. Notes summarising is currently being covered by a locum.

## **Service changes**

None.

## **Review of complaints 2017/18**

Members noted that an apology was provided for each of the complaints listed and asked if this meant that the complaints had been upheld. ML explained that the practice adheres to the NHS

Complaints Procedure and as such an apology is given in relation to the patient's experience; this does not necessarily mean that the complaint has been upheld.

A discussion ensued about the complaints detailed. Members were pleased to note that very few of the complaints related to clinical issues and were happy that the processes the practice has in place work well in general.

Members asked about complaints that had been referred to the Ombudsman. ML advised that one complaint response had been referred during the time she had been at the practice; however there had been no further action in relation to this by the Ombudsman.

ML advised that a number of the complaints that were received from patients were in relation to services that the practice is not allowed to provide even if the clinician wants to eg. referrals for certain procedures; particularly those considered by the City & Hackney Clinical Commissioning Group to be Procedures of Limited Clinical Value (POLCV) and certain tests etc. ML explained the appeals procedure in relation to referrals that are rejected under the POLCV guidelines.

Members noted that a complaint had been made by a patient following the termination of the call by a receptionist due to the patient being abusive and asked about the procedure for dealing with these incidents. ML advised how these situations are dealt with and explained that the patient would receive a warning letter about their behaviour which advises that they can be removed from the list if the behaviour is repeated.

### **AOB**

**Test requests** – ML confirmed that the practice does not send text messages to patients in relation to negative test results with the exception of sexual health results.

**Patient Online Services (POLS)** – ML confirmed that the on line services available include booking GP appointments, requesting repeat prescriptions and access to medical records.

**Chair – meeting on 21<sup>st</sup> November 2018,**

LT