

PATIENT FORUM MEETING – WEDNESDAY 15TH NOVEMBER, 2017

Present:

DB – Chair

SB

TR

Dr Meena Krishnamurthy (Senior Partner)

Mandy Lawrence (Practice Manager)

Kerry Reynolds (Trainee Practice Manager)

Welcome

DB welcomed those present to the meeting.

KR was introduced to the patient forum members; she is currently on a Trainee Practice Manager training scheme with the GP Confederation and started a one year placement with the practice in September. ML explained the scheme has been introduced to try and ensure there are sufficient practice managers coming through to replace those who are leaving City & Hackney practices.

Apologies

LT

AM (new/returning member)

It was noted that GO had not attended recent meetings; it was agreed ML should write to her to ascertain if she wanted to continue as a member of the forum. **Action ML**

It was agreed that more members need to be recruited for the forum. It was suggested that we “refresh” the notices in the waiting room/on the website and that the Partners/salaried doctors approach patients they think may be interested in joining the group. **Action MK/ML**

Correspondence

None.

Members were saddened to hear that Caroline Jackson, a Practice Nurse who had been at the practice for many years until her retirement at the beginning of 2017, died suddenly on Monday 30th October. Caroline will be remembered as a highly valued member of the practice team who made a tremendous contribution to the health and welfare of all the patients she came into contact with.

Update from the previous meeting

None required.

Staff changes

ML advised of the following:

Dr Carmel Sher – left the practice on 6th October

Dr Mareeni Raymond – became a Partner on 1st October

Dr Anisa Pathan – has joined the practice as a Locum GP (5 sessions) covering Dr Goldberg’s maternity leave. The remaining sessions are being covered by our regular locums whilst we recruit another part-time Locum GP.

Adela Olukosi (Clinical Pharmacist) – left the practice on 6th October
Barbara Hawkes (senior receptionist) – is currently on long-term sick leave
Lara Cosmetatos (Patient Services Assistant) – has joined the practice on a 6 month contract
Kerry Reynolds (Trainee Practice Manager) – here on a 1 year placement as part of the GP Confederation's Practice Manager Training Programme

Primary Care Extended Access Hub

ML provided details of this new initiative commissioned by the GP Confederation. The service is being provided by a North Hub (Nightingale and Stamford Hill Practices) which went live on 1st November and a South Hub which is scheduled to go live in early 2018.

Service providers:

Nightingale Practice – 16.00 – 20.00, Monday to Friday and 08.00 – 20.00 on a Saturday
Stamford Hill Practice – 08.00 – 20.00 on Sundays and Bank Holidays

Appointments:

Practices are allocated a set number of appointments based on a fair share formula which is, in turn, based on patient population; we have been allocated 8 appointments/week. The appointment book is extended every 2 weeks.

The appointments are not for on-going care and there is a list of presentations that are not suited for a Hub appointment.

The practice receives a list of the patients that have been seen at the Hub and information to enable the practice to follow up where further action is required.

ML advised that the practice does not know yet whether the current Extended Hours DES will be extended beyond 31st March, 2018 although we have been informed that the GP Confederation Extended Access contract is likely to end on 30th June, 2018.

MK took the opportunity to advise members about the development of the neighbourhood model which will replace the current quadrant model of working; she explained there will be no service implications however the practice may be grouped/work with different practices to facilitate the provision of services for a size based patient population. Further detailed information is expected from the City & Hackney CCG in due course.

e-Consult

ML provided details of this new service will go live in early December. This service will be available via the practice website 24/7 and patients will either complete an online form which will be submitted to the practice (an appropriate response will be provided to the patient by the end of the next working day), be directed to self-help and symptom checking information or signposted to NHS111 or local services for minor conditions.

Chair – meeting on 21st February, 2018

SB

AOB

Electronic Prescribing Service (EPS) – members advised of problems they had encountered when using the system. ML provided an update on recent IT issues with the service and gave examples of some of the problems the practice was experiencing with some pharmacies; she

hoped these have now been rectified. ML advised that the practice has a target in relation to the uptake/use of EPS by patients which has to be met by 31st March, 2018. ML clarified the type of prescriptions that were best suited to EPS.

Patient on line services – ML clarified the services that are currently available to patients; these are GP appointment booking, repeat prescriptions and limited access to patient records.

Date of next meeting – Wednesday 21st February, 2018