

PATIENT FORUM MEETING – WEDNESDAY 21ST FEBRUARY, 2018

Present:

SB – Chair

DB

AM

GO

TR

LT

Dr Meena Krishnamurthy (Senior Partner)

Dr Mareeni Raymond (Partner)

Mandy Lawrence (Practice Manager)

Welcome

SB welcomed those present to the meeting.

MR was introduced to the patient forum members.

Apologies

None.

It was agreed to discuss item 7 on the agenda first as AM could only attend for part of the meeting.

City & Hackney CCG funding for implementing practice improvements

ML had advised members previously that the City & Hackney CCG has allocated the practice £9.4k for implementing practice improvements.

A lengthy discussion ensued about the suggestions made and members agreed that their preference would be for:

- an electronic information board
- toys/children's area for the waiting room
- a community notice board

Members asked that suggestions be sought from the virtual patient forum members and from patients who attend the practice. **Action – ML.**

Correspondence

None.

Update from the previous meeting

Primary Care Extended Access Hub – ML confirmed that the South Hub has gone live.

Service providers are:

Hoxton Practice – 08.00 – 20.00 Saturdays

Richmond Road Surgery – 08.00 – 20.00 Sundays

ML advised that the GP Confederation has produced a leaflet which is available in the waiting area/reception; information has also been posted on the practice website.

Staff changes

ML advised of the following:

Dr Samantha Biggs – will be leaving the practice on 28th February

Dr Carmel Beadle – will become a Partner on 1st April
Barbara Hawkes (senior receptionist) – has returned from long-term sick leave
Claire Law (senior receptionist) – will return from maternity leave on 28th February
Leticia Onyemaechi (Practice Nurse) – is now using her married name Leticia Nwaobi-uku

Service changes

MK advised members that the practice will cease providing a Intrauterine Contraceptive Device (coil) fitting service on 31st March and detailed the reasons for the decision. MK advised that family planning services are provided at various locations, including the John Scott Health Centre, by the Homerton Hospital.

ML advised an information leaflet has been produced by the practice giving details of the locations/opening times etc. and this will be available to patients who require the service; information has also been posted on the practice website.

Patient online services – repeat prescriptions

ML advised patients that the facility to request repeat prescriptions via the practice website would not be available after 31st March. The reason for this is that NHSE would like all patients to make greater use of the services available through Patient Online Access and as a result patients using the practice website no longer count towards the target that has been set in relation to this.

ML advised that the practice had posted information in relation to this in the waiting area/reception, on prescriptions and on the practice website; she also confirmed that the practice has been emailing those patients who currently use the practice website facility individually.

LT advised that she was not aware of the change; ML to follow up. **Action – ML.**

Members asked that an update be provided at the next meeting. **Action – ML.**

AOB

Contraceptive pill – MK was asked about the rationale for prescribing this. MK confirmed that this could be prescribed for 12 months if the patient's BP was OK; she will remind the doctors about the protocol. **Action – MK.**

Chair – meeting on 16th May, 2018

TR