

Patient Participation Meeting – SMA Medical Centre

Date: 18.10.2018

Attendees: 14 patients

Staff Attendees: Nick Christou – Practice Manager, Sheila Connellan – Senior Business Manager

Apologies: 1 Patient

1.0 Minutes of previous meeting agreed as accurate

2.0 Discussion about Election of the Chair

It was agreed unanimously by the group that there should be three Co-Chairs as all three nominees had unique skills and experiences to bring to the PPG.

The following PPG members were elected as Co-Chairs

- Mumtaz Patel – background in teaching and Biochemistry
- Ahmed Hussain – background in Civil service/ Veterinary medicine
- Andy Agathocleous – background in auditing in Engineering

Action: Agreed to meet up with Nick Christou, PM to discuss roles of Co-Chairs and future direction of the PPG

Action: Next Patient Participation Meeting to be held on the 21st November at 6:00pm – to encourage patients to attend after work.

Action: Agree on a new Terms of Reference. Sheila Connellan to send a copy of a template terms for Reference to the PPG Chairs

It was agreed that the Hurley Group would facilitate the PPG with admin support including mailing out of minutes and agendas and the provision of refreshments etc.

2.1 Role of a Patient Participation group

It was noted by Sheila Connellan (Hurley Group Senior Manager) that as a group all members had a responsibility to ensure that the PPG does not become a forum for patients to bring in their own personal problems, grievances. The PPG needs to ensure the following:

- Best interest at heart for the patients at the practice
- Feedback themes
- Involvement to see what the PPG want done
- Money in the pot to help with events room space etc.

3.0 Update from Carers Fair on the 6th October

Nick Christou, (Practice Manager) gave an update on the Carers Fair that took place on Saturday 6th October. SMA is the first practice in Waltham Forest to have hosted a Carers Fair. The turnout was excellent over 40 Patients attended and patients and their carers were able to get useful information and support from Carers First – Waltham Forest. In addition the carers fair was combined with a Flu clinic so Carers could also get their flu injection.

It was agreed that as a group we would look at the possibility of hosting other events on a Saturday around the specific health needs of SMA patients.

4.0 Any Other Business

4.1 Phlebotomy services – Sheila Connelallan updated the PPG – that NHS England and The Waltham Forest Clinical Commissioning Group will not fund another site to provide phlebotomy services there is the expectation that patients in Waltham Forest use one of the following three sites in the borough:

- St James Health Centre, Postcode: E17 7NH, Opening Times Mon-Fri 8:15am – 5:30pm
- Silverthorn Medical Centre, Postcode: E4 6UN, Opening Times Mon-Fri 8:15-12:30m
- Langthorne Health Centre, Postcode: E11 4HX, Opening Times: 8:15-12:30pm

Patients noted problems with availability of appointments at the the above hub sites – including booking appointments over the phone and by website.

Action: It was agreed that Clinicians that felt the patient was vulnerable and would find difficulty in boosing an appointment to take their bloods, then the Clinician would inform the Receptionist to book the appointment on the patient’s behalf.

4.2 Telephone System – Concerns were raised about the practice not having a telephone queuing system – this is particularly problematic as patients say it takes a long time for the phones to be answered.

Action: Hurley Group to discuss with the Commissioners the issue around funding for a telephone queuing system, at present as the SMA is managed by a Caretaking Contract it is difficult to get additional funding to make the necessary funded needed to improve the patient experience.

4.3 Procurement of SMA Medical Centre

Sheila Connellan gave an update to the group that as noted in the patient engagement event in September presented by NHS England and Waltham Forest Clinical Commissioning Group that the practice will be going out to national procurement. Whoever is successful in the bid would be awarded the contract for at least five years with the possibility of another 5 years (10 years in total) this should greatly assist with planning and investing in services at the practice.

The new contract will start on the 1st July 2019.

Key areas of development needed were:

- Telephone Queuing system
- Calling in Board/auto arrival machine
- BP machine in the waiting area

- Continuity of GPs