

## Hurley group

### **SMA MEDICAL CENTRE PATIENT PARTICIPATION GROUP MEETING ON THURSDAY 24 MAY 2018 AT 4.00 PM-5.30PM**

Venue:- SMA Medical Centre, 695 High Road Leyton, London E10 6RA

### **MINUTES OF MEETING**

**Attended by:** 21 patients

**Apologies:** 1 patient

**Practice Staff In Attendance:** Nick Christou (Practice Manager), Sheila Connellan (Senior Business & Registered CQC Manager).

**In attendance:** Carers First: Jano Goodchild (Locality Manager Waltham Forest & Haringey).

Agenda Items	Action
<p><b>Welcome</b> Ahmed Hussain introduced himself and Shafqat Gondal (Chair) and Fazal Elahi (Secretary). Chair starts the meeting and welcomed all the attendees. There was a lot of disruption caused by lack of familiarity with the process by many attendees,</p>	<p>Future meetings must be managed better with Chair taking control and Q&amp;As being responded to in order of raising. Attendees also need reminding at the beginning the meeting is not a forum for airing personal issues.</p>
<p><b>Apologies for absence</b> Mumtaz Patel</p>	<p>Nil</p>
<p><b>Update about SMA Medical Centre and the Hurley Group</b> Sheila Connellan (Senior Business &amp; Registered CQC Manager) of the Hurley Group informed that the Care Quality Commission has carried out inspection of SMA Medical Centre on 9<sup>th</sup> and 11<sup>th</sup> January 2018. The report was produced on 04 April 2018 by CQC that this practice was rated as inadequate overall. The CQC finding was that the practice had an active patient participation group.</p> <p>Following the inspection on 9 and 11 January 2018 urgent action was taken to suspend Dr Syed Ali as a registered provider for six months and a caretaking practice was put in</p>	<p>Nil</p>

<p>place. Dr Syed Ali subsequently applied to NHSE to cancel his contract and this was enacted.</p> <p>The Hurley Group has taken on caretaking responsibilities for a minimum of 12 months, and appointed a new Practice Manager in Nick Christou.</p>	
<p><b>Update on eConsult</b>  Nick Christou (Practice Manager) gave an update to patients regarding the new eConsults service - an online consultation tool to get advice and treatment within 2 days. From the 1<sup>st</sup> May we have introduced an online system called eConsult for accessing medical advice, help with your condition or administrative advice. Visit our Website <a href="http://www.smamedicalcentre.com">www.smamedicalcentre.com</a> for more information</p>	<p>The patients need to use the new SMA's website.</p> <p>Nick &amp; Reception Staff to promote the website link encouraging the use of eConsult.</p>
<p><b>Carers First</b>  Jano Goodchild (Locality Manager Waltham Forest &amp; Haringey) informed the patients that Carers First is a Charity organisation that provides the services to carers in London Borough of Waltham Forest and Haringey. The Carers First supports carers, providing emotional and practical support, advice, information and guidance. Sheila Connellan informed the meeting the support for carers is a high Hurley priority and they do all they can to facilitate any community services.</p> <p>There are specific activates. Workshops and peer support groups for:</p> <ul style="list-style-type: none"> <li>• Adult Carers</li> <li>• Young Carers</li> <li>• Young Adult Carers</li> </ul> <p>Contact details are:  Address: Resource Hub, 1 Russell Road, Leyton, E10 7ES  Telephone: 0300 303 1555  Email: <a href="mailto:hello@carersfirst.org.uk">hello@carersfirst.org.uk</a></p>	<p>The Practice will continue its work on the carers register so that as many people as possible are identified and given support.</p>
<p><b>Any Other Business</b></p> <p><b>Emergency Appointments.</b></p>	

Mohammad Rafique said that whenever the patients come into the surgery for emergency appointments, after first four or five patients the receptionist tell them that all emergencies appointments has gone. He asked Sheila Connellan how many emergency appointments Hurley provide daily. She responded that we see all the emergency patients but it depends on their situation. When pressed for an actual number she informed him there was none as that could exclude other genuine need.

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**Terms of Reference.**

Ahmed Hussain said that SMA PPG have an official document known as Terms of reference and we have to act according to this document. Sheila Connellan reminded him they are guidelines only and can be waived by a majority vote at any meeting not just the AGM.

Sadia Ramzan and Khalida Hameed asked Ahmed Hussain to have a copy of Terms of reference. Ahmed Hussain said he will email it to them.

**Annual General Meeting.**

Ahmed Hussain said that the next Annual General Meeting is due in September 2018 to elect the new Committee members.

Sheila Connellan said that for Annual General Meeting we may need to hire a Hall in the local area if a large attendance anticipated. Khalida Hameed suggested The Corner Stone Centre, 149 Canterbury Road, Leyton, London E10 6EH as a venue.

**Date of Next Meeting and Venue.**

Ahmed Hussain said that according to the Terms of reference the frequency of PPG meeting is every three months. This was challenged by Hurley as the frequency is determined by the will of the group not guidelines. A show of hands was called for

Ahmed Hussain to send a copy of Terms of reference by email.

<p>and the majority, by 15-4, was for the next meeting to take place after six weeks with 12 July 2018 being agreed upon.</p> <p><b>Booking for Blood Test online</b></p> <p>A number of patients asked about blood test appointments. Nick Christou informed them there are three phlebotomy clinics in Waltham Forest where the patients go for blood test and can be booked on line. The name and addresses are as follows;-</p> <ol style="list-style-type: none"> <li>1. St James Health Centre, 47 St James Street, E17 7NH.</li> <li>2. Silverthorn Medical Centre, 2 Friars Close, E4 6UN.</li> <li>3. Langthorne Health Centre, 13 Langthorne Road, E11 4HX.</li> </ol> <p>The link being:-  <a href="https://www.swiftqueue.co.uk/nelft.php">https://www.swiftqueue.co.uk/nelft.php</a></p> <p>Most patients were aware of the process but many found the on-line option unacceptable and the wait time for walk ins long and distressing.</p> <p>Sheila Connellan said she would look in to the possibility of having phlebotomy on site, but could not make any promises under a caretaking contract,</p>	<p>Sheila Connellan will progress possibility with Hurley Partners and NHSE</p>
<p><b>Date, Time and Venue of Next Meeting</b></p> <p>The date of next meeting will be 12 July 2018 at 6.30 pm.  The venue will be SMA Medical Centre, 695 High Road, Leyton, London E10 6RA.</p>	<p>Next meeting dates 12 July 2018 at 6.30 pm.</p>
<p><b>Meeting Closed</b></p> <p>Meeting was closed at 5.30 pm.</p>	<p>Nil</p>