



Handsworth Medical Practice – Patient Participation Group

Minutes of the Meeting held at Handsworth Medical Practice on
Tuesday 13th February 2018 - Chaired by Sue Harbour

1.	<p>Present:</p> <p>Sue Harbour (Joint Chair) Noel Hayes (Joint Chair) Bridget Robinson (Secretary) Gill Tofts (Treasurer) Brian Robinson (BPR) Laura Bellotti Loraine Toynton John Glover Vida Timms Pat Murrell</p> <p>From the Practice:</p> <p>Sue Sandell Dr Imran Kazi</p> <p>Gill Tofts was welcomed back after her long illness</p>	Action
2.	<p>Apologies for Absence:</p> <p>Zia Rehman Senka Zulic Joyce Hill Joan Smith Josie Camplin Zuby Skinner</p>	
3.	<p>Minutes of the meeting held on 28th November 2017 were approved.</p>	
4.	<p>Matters Arising:</p> <p>Item 5 from the minutes. SS confirmed that there would be no problem holding the AGM on a Saturday.</p> <p>Item 10.1 from the minutes. SS wanted to clear up the issue of flu jab appointments and letters sent out from the Practice. The original problem arose from a new receptionist giving a confused message to the Doctor, who was extremely busy.</p> <p>SS stated that letters are automatically originated from missed appointments and that patients who are booked in for flu jabs at the Practice should not attend a chemist as the pharmacies are not covered should a patient experience problems following the jab. Over 65s and the vulnerable should always attend the Practice.</p>	



<p>5.</p>	<p>Comments on the survey report.</p> <p>The outcome of the report was very positive. The only issue appeared to be that disabled patients experience difficulty with parking and the ramp (see responses to Q12 on the free text answers – sent out earlier).</p> <p>The members complimented the Practice and gave thanks to SH for compiling the report.</p> <p>SH to add conclusions to the report and the update will be circulated.</p>	<p>SH</p>
<p>6.</p>	<p>Blood testing service. There have been many complaints made about the new service (NH had a list). Elderly people who do not have access to a computer cannot make on line bookings and have to attend the centre and queue. This is not satisfactory. NH to draft a letter to Dr Khan, Chair of the CCG. One member who had queued for a blood test said that she noticed that those patients who had booked on line were seen and the system, for them, appeared to be working well. It was hoped that these long queues were only due to the new booking system and that things should improve. SH said booking on line was simple enough, however the website on the leaflet was not very good. Logging on to Swiftque https://www.swiftqueue.com/ is an easier way of finding Silverthorne</p> <p>There was then discussion about having a phlebotomist at the Practice. The view was that this would be extremely useful and NH was to include this aspect in his draft letter to Dr Khan. Dr Kazi also said that this was something that he thought could be achieved but questioned whether the service would just be for patients at the Practice or to include the general public.</p>	<p>NH</p> <p>NH</p>
<p>7.</p>	<p>Next Year's Work Plan:</p> <p>7.1 School Survey. SH said that she had not heard back from the school opposite. BR said that she would chase up her contact at the school to try and speed things up. SS suggested a competition for local schools to design a poster showing the local amenities to include dentists, etc., and also information on buses and transport links to the Practice. SS pointed out that not all the pupils were necessarily patients at the Practice and this should be considered when meeting a representative from the school.</p> <p>7.2 Contacting local businesses was again discussed. (See item 7 of the minutes of 28th November). BPR asked SS if the Practice could provide a letter of introduction so that BPR and LB could pursue this further.</p>	<p>BR/ SH</p> <p>SS/LB/ BPR</p>

Handsworth PPG

A Helping Hand



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<p>8.</p>	<p>Garden Space at the Practice. BR had received information about a scheme from Kew Gardens where they would provide a seed kit for “unloved spaces” to community projects. Members agreed that it would be a good idea to “tidy up” the two garden areas at the Practice. A notice to be put up on the PPG Board asking for volunteers to come along and help and for donations of any garden pots, etc., that could be used. LB agreed to produce and laminate the notice. BR to complete the application form and send off to Kew Gardens</p>	<p>BR/ ALL LB</p>
<p>9.</p>	<p>Date for AGM</p> <p>The date has been agreed - 19th March, 18.00 - 19.30 at the Practice. A notice to be put up on the PPG notice board inviting patients to attend if they wish. LB also agreed to produce and laminate this notice.</p> <p>A pre meeting to be held on 1st March to agree the format, agenda for the AGM. It is not necessary for all members to attend this pre-meeting. It should only take a few to organise this.</p> <p>It was agreed to invite Jim Sarginson (Chingford Locality Representative on the Patient Reference Group of the Waltham Forest Clinical Commissioning Group) to the AGM.</p>	<p>ALL LB SH/NH BR BP/ LT/SS BR</p>
<p>10.</p>	<p>AOB</p> <p>10.1 PPG – Local Standards, Bronze Status. LT to chase the CCG for the results.</p>	<p>LT</p>
<p>11.</p>	<p>Date of next meeting:</p> <p>AGM – 19th March 2018</p> <p>Future meetings:</p> <p>Tuesday 15th May Tuesday 11th September Early December possibly 4th</p> <p>If necessary, further meetings could be arranged during the year</p>	<p>ALL</p>

Bridget Robinson