**LEYTON HEALTHCARE PATIENT PARTICIPATION GROUP (PPG)**

**WEDNESDAY 2nd 2016**

**MINUTES**

Attendees: 8 patient representative group members:

 Caroline Paul, Clinical Practice Manager

 Dr Dinesh Kapoor (Senior GP Partner)

 Kerry Wotton (Administrator)

Apologies:

Chair: KM

**1. Apologies**

Caroline gave the apologies on behalf of and.

**2. Minutes of the previous meeting and matters arising**

Mr JW joined the group and as part of the pre-meet KM had informed JW of what had been discussed in the past at previous meetings. Minutes of the previous meeting were handed out and were agreed as a correct record of events. KM went on to mention about the new Score Development and DK encouraged the PPG to support this.

CP stated that at the last meeting it was suggested that a PPG member take on the responsibility for taking the minutes, but the PPG stated that they were happy with minutes in bullet point form.

**3. Topics For Discussion**

There was a general discussion surrounding the Score Development. DK attended a meeting, and the impression he got was that no other practice seemed to be interested. The presentation was that of a futuristic project, facing Coronation gardens with a pedestrianised pathway, aligned with café’s and bars etc.

The new flats built at the end of Oliver Road are now being inhabited.

DK then went to inform the group that the practice had employed another doctor from 1st November in order to try and meet the demand for appointments. The practice now has 8 doctors and 2 junior doctors as well as 3 nurses and a healthcare assistant.

JW discussed the amount per patient that a GP receives; DK explained the ways that the GP’s are paid. GP’s are paid by what is known as the Cahill Formula-which is a flat rate across the country and amounts to £80.00 per year. JW can see how hard it to employ a doctor based on that rate. DK considered himself very lucky to have young doctors happy to work within the inner city area, and that DK is anticipating the growth as the Orient Practice will be closing on 31.03.2017 along with new properties being built in the area. To help cope with the demand, DK explained about the Hub based in Harrow Road and how this offers weekend appointments for patients to see a nurse or GP-CP handed a leaflet to each member of the group.

JW raised a point that as there a now quite a few new members of staff it would be nice if they all wore name badges. DK said that this was a good idea and he would look into this.

**4. On Line Appointments-Presentation by Kerry Wotton**

KW very kindly demonstrated our System On Line. NHS England has set a target for practices- least 10% of each practice has to be signed up by 31st March 2016. This practice currently stands at 7%. Leaflets and posters will be available. These have been applied for but as yet have not been delivered to the practice.

KW gave an over view of the web site and EH noted a link to Waltham Forest Carers site and stated that this has now moved. CP not aware of this and will amend this once she has the correct information.

EH did ask if there was a named contact, but as the surgery is open such long hours and as all the receptionists know how to issue user name and passwords, there would be no need for this.

DK then went on to mention that his patients will now receive an SMS message following a normal blood test result as this will not only alleviate their anxiety or worry sooner rather than later, this also saves an appointment slot.

**5.Any Other Business**

JB mentioned that the written information on the Jayex board was not displayed long enough for people to read-especially those whose English is not their first language would find the information difficult to read-CP to see if settings can be changed.

JW mentioned that repeat prescriptions were not repeated on time and also in the absence of Peter, he was told that there is no one else in the practice available to help. CP stated that this was incorrect and that there is always a doctor on duty to help if Peter was not available.

DK has asked if the PPG group can take a look at NHS Choices and add some comments, the comments need only to reflect how they feel about the practice.

KM thanked KW for her demonstration, he found this to be very informative.

Date of next Meeting: 11.01.2017-

Pre-meet-05.30pm, meeting to commence at 6.00pm