

Allerton Road Medical Centre

Patient Participation Group Meeting

Meeting Minutes
4th December 2017

Attendees - Mr Silkin, Malcolm Alexander, Ms Shirley Thomas
Jess Kaur (Senior Practice Operations Manager)

Introductions

Review of previous meeting minutes

Surgery contract – Hurley Group are currently in the process of negotiating their contract with Hackney CCG which is due to expire March 2018

Telephone system –

- JK advised that she contacted current telephone company in regards to having a facility that notifies patients what position they are in the queue when they call the surgery, as discussed in previous meeting. Details of costs involved passed to head office.
- Patients have difficulty in getting through to surgery especially in the afternoon.
- MB queried what patients can do if they need urgent care and can't get through to surgery.
- JK advised that Hurley Group hoping to upgrade to a better telephone system.

Front door

- Ongoing issue with front door –prevents easy access for people who are disabled and those in wheelchairs. Staff do help with access and will always help patients in and out of the building. However door needs to be changed or touch pad to allow automatic opening to be installed.
- JK advised issue of the door had been addressed by Hurley Group and NHS England but had not been approved by Landlord. This would be raised again with Hurley Group/NHS England
- Issue of the door was raised by Health watch during their visit in July 2017.

- MB advised the practice may be in breach of Equalities Act as providing reasonable access for disabled people is a requirement of the Act.

Appointments

- Waiting time to see preferred GP is around 2 weeks.
- JK advised that surgery offers appointments that can be booked same day, Telephone consultations and also online consultations.
- PPG members access will be affected in the future due to new development nearby
- JK advised that if list size did increase then additional sessions would be added to relieve the impact on access.

Actions

- Upgrade telephone system, to include an answering mode to notify patients of their position in queue
- New system needs to be user friendly. **JK to feedback at next meeting**
- Patients need clear advice about what to do, if they need urgent care, if unable to get access to staff. **This to be displayed in surgery and as message on phone.**
- Front door - Hurley group to liaise with NHS England to resolve the issue as a matter of urgency. **Jk to feedback at next meeting**
- Surgery to review current appointment access.
- Surgery to plan how they will deal with any increase in demand to patient care, due to new development building. **Jk to feedback at next meeting**

Date of next meeting TBC