

Allerton Road Medical Centre

Patient Participation Group Meeting

Meeting Minutes

30th July 2018

Attendees - Mr Silkin representative of patients: 1198 & 1199
Jess Kaur (Senior Practice Operations Manager)

1) Healthwatch Hackney – visit July 2017

- Recommendations from Hackney Healthwatch visit discussed,
- Main issue being the front door – not DPA compliant
- Funding has been approved,
- Originally discussed having door open inwards, but due to the floor being slightly elevated this meant there would be a disruption to services whilst the flooring was levelled as there are no other alternative entrances for patients to use.
- Door will now open outwards with a safety barrier.
- Plans of work being carried out, to be sent to council to ascertain whether planning permission required.
- NHS Property to notify landlord

2) Improving Attendance at Patient Participation Group (PPG) Meetings

Discussed what is currently being done to make patients aware of PPG meetings

- Posters displaying time and date of next meeting placed in prominent places around surgery.
- Calling patients
- Large poster displayed in waiting area so that patients are aware of Patient Group & next meeting
- Emailed patients
- Invites sent to previous attendees.

AOB

- Mr Silkin advised that he had been waiting 30mins for his call to be answered, despite being number 1 in the queue, JK explained this may have been due to only one staff member answering calls whilst their colleague was dealing with other patients or GP. Staff may have been dealing with a complex call. Discussed how current telephone system works. Mr Silkin would like more information on the current telephone system. JK will speak to telephone provider.
- Jk Advised that Hurley Groups contract for Allerton Rd had been extended for a further 2 years.

Next Meeting Date: TBC