

**ALLERTON ROAD MEDICAL CENTRE**  
**PATIENT PARTICIPATION GROUP MEETING MINUTES**

**28<sup>th</sup> January 2019**

**Attendees. Jess Kaur PM (JK), Pt. 1199 & 1198 representative, 501743(MA)**

**Introductions**

**Review of previous minutes**

**Front Door – update**

- Disabled access panels to be installed on front door and 2 doors in waiting room area.
- Electrical work needed prior to installation – electrician will be on site 4.2.19.
- Hopefully installation date will be mid Feb – awaiting confirmation.
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**Hackney GP Federation Neighbourhoods**

- The “Neighbourhoods model” is a new way of working within the NHS that is focused on improving care at a neighbourhood level. This means strengthening the collaborations between the GP practices and the community.
- Allerton Rd Surgery placed with Cedar Practice, Heron Practice and Statham Grove Practice
- There is a meeting patient & resident engagement meeting on 14.2.19 @ West Reservoir Centre 2pm – 2.40pm Green Lanes N4 - patients encouraged to attend

**Hub Service**

- Patients can be seen at City & Hackney GP federation hubs weekends and evenings Mon- Fri 6.30pm – 8pm & Sats 8am – 8pm @ Nightingale Practice
- Stamford Hill Practice - Sundays 8am – 8pm
- From 1<sup>st</sup> April 2019 – neighbourhoods are expected to run this service within their groups, Allerton Rd Surgery has provisionally agreed to provide extended hours cover on Mondays 6.30pm-8pm. This will mean that the surgeries within our group can book their patients at Allerton Rd if needed and vice versa

**Surgery Contract**

- The Hurley Group took over the surgery in April 2013, contract was for 5 years but was extended for a further 2 years in April 2018. The surgery will go up for tender in next year
- Feedback from Hurley Group is that they are keen to keep the practice, but dependant on the contract on offer and key performance indicators
- Procurement process discussed

**Telephone System**

- Surgery is hoping to upgrade current telephone system but this will be on hold until the procurement process has been completed

## **Improving patient attendance**

- Emails sent
- Details of PPG and sign up on all new patient registrations.
- MA has produced newsletter – it was suggested staff leave newsletter in waiting area and on chairs with details of next meeting 1 week prior meeting to improve attendance. **Jk to action**

## **Patient Access**

- Patients can sign up for online access to book appointments
- E-consultations – patients can do online consultation via surgery website, process discussed

## **Patient Specific Protocols (PSPs)**

- Patient Specific Protocols are intended to help patients have conversations with their GPs or other healthcare specialists to design care plans that meet patients' special or high level needs, should they require urgent or emergency care from the LAS. Patients who feel they would benefit from a PSP, should make an appointment to see their GP or specialist doctor, to draw up a care plan that provides details of their health condition or special treatment needs. This information can then be transferred to London Ambulance Service frontline clinical staff, to enable them to give patients the right emergency or urgent care first time
- Will need approval from GPs

Date of next meeting TBC