**Silverlock Medical Centre**

**Patient Participation Group Meeting**

Thursday 10th May 2018

6:00pm – 7:00 pm

**MEETING MINUTES**

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| **ATTENDEES** | |
| Danielle Caswell | Regional Manager (AT Medics) - PPG Chair |
| Samantha Timlin | Practice Manager (AT Medics) – Note taker |
| Maureen Keffe | Patient |

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| 1 | As there was only 1 patient attendee this was an informal discussion regarding the relocation of Silverlock Medical Centre to 2 Verney Way, SE16 3HA and the following was covered |
| 2 | **Silverlock Premises: Current Issues**   * Only 5 consulting rooms- 8,657 patients * Site split in 2, meaning patients have to go outside to reach their appointment * Only space for 13 patients in waiting room * Floods from residential blocks (last month stationary cupboard) * Lack of space making it difficult to deliver care; * difficult to offer flexibility around appointments (Nursing, smears, imms, flu campaigns) * Long term condition reviews and prevention clinics (health checks) * Lack of space compromising ability to offer GP training, which helps with recruitment of Dr’s * Lack of space making difficult to recruit correct administration team to do the administration related to patient care- referrals, new notes, letters etc |
| 3 | **Relocation Approval Process**   * Discussed opportunity of relocation in previous PPG meeting 23rd November 2018 (attended by 5 patients) * Only option available was to relocate to 2 Verney Way, patients were largely in favour of this if it meant that services would improve and staff would remain the same * Business case supported by the CCG was taken to the public Primary Care Commissioning Committee for approval in late November 2018   + Bringing clinical rooms up to standards   + Improving the waiting area   + Improving the admin area   + Replacing patient toilet |
| 4 | **Relocation: Next steps**   * Arranged a patient meeting in February 2018 at 2 Verney Way to discuss relocation, unfortunately 0 patients attended * Delay in moving forward with the relocation forward due to lease not being signed * Lease signed on 17th April 2018 |
| 5 | **Relocation Plan**   * Avicenna Health Centre contract will end on 30th June 2018 and patients will need to register either with Silverlock Medical Centre or elsewhere * Official first day for Silverlock Medical Centre at the new location is 2nd July 2018 * Prior to the move we need to;   + Have all renovation works completed and up to standard   + Effectively communicate the change to patients   + Ensure vulnerable patients understand the change, particularly those who are not housebound   + Services will begin to move over as soon as clinical rooms become ready – this may mean you are asked to come to the new location prior to the 2nd July   + This will enable a smoother transition for patients and staff   + This should also mean less disruption to services * Some patients already do come to the new location to see Dr Kwan or on occasion our HCA or Pharmacist |
| 6 | **How can patients be involved?**  **We want to know from our patients;**   * Any changes in services you would like to see? * Spread the word to other patients that you may know * Ideas for how we should communicate this to patients?   At Queens Road Surgery where we have experience of relocating the patients;   * + Led communications of the move through waiting room discussions   + Gave us more ideas of places to put posters or notices   + Gave suggestions around other people we needed to liaise with   + Did a walk around of new premises, and helped to support welcome event |
| 7 | **Patients Queries/Concerns**  The patients main concern was regarding the current team at Silverlock and whether there would be any changes.  DC advised there would be no changes to staff and that all staff are moving to the new premises both clinical and non-clinical. There would be the addition of a new GP that is joining SMC in August as we will now have space to accommodate an additional member of clinical staff.  The patient was very happy was this and saw the move as a positive change and is hopeful that the service will improve as there will now be more space to deliver more appointments |
| 8 | **AOB**  No other business to discuss |