

Hambleton Clinic

Patient Participation Group Meeting – 17th December 2016

Attendees: John King (Chair), Phillipa Lane, Helen Pearson, Brian Boxall, Cynthia Skeete, Marella Lecointe, Peter Lane, Phillipa, Lane, June Pulley, Edward Flood, Omar Din (AT Medics Head of Marketing), Nick Christou (Senior Manager), Elena Mastoraki (Information Officer – Southwark Carers)

1.0 The Chair welcomed everyone to the meeting and introduced the two guest speakers.

2.0 Minutes of previous meeting agreed as accurate

3.00 There were no matters arising. The attendees all agreed again to have their names appear in the minutes

3.0 Southwark Carers:

Elena Mastoraki, Information Officer of Southwark carers outlined the role of Southwark Carers. They are able to provide information, advice and support to paid and unpaid carers over the age of 18 across Southwark. The service for under 18 carers is IMAGO. They can also assist with Social Service Assessments, grants and bereavement services. They can also refer to the local authority for respite services.

They can be contacted through their web site <http://www.southwarkcarers.org.uk/> and are currently based at the Methodist Church in Walworth Road, near Burgess Park

Clinicians and other Health Professionals can make an online referral on behalf of the carers (e.g Emotional Support, Advice, referral to other agencies)

3.1. Carers United Project

The Carers United project is a new collaboration between Southwark Carers and The Challenging Behaviour Foundation (CBF). Southwark Carers have trained volunteers who are able to offer support to Carers of people who exhibit extreme challenging behaviour. Where appropriate, the volunteers will signpost families to the most useful help where and when it is needed.

To use this free service, contact us on 020 30115 128 or email cu@southwarkcarers.org.uk

4.0 Update on AT Medics

Omar Din, head of Marketing at AT Medics described the group. Omar gave a brief outline about developments within AT Medics and how Hambleton Clinic fits in. AT Medics is a GP led organisation established in 2004, led by 6 GP Directors, providing primary care to over 130,000 patients across 24 primary care sites in 12 CCGs, including 2 Minor Injuries Units, Walk-in Centres and an Urgent Care Centre. The company aim is to improve healthcare outcomes.

AT Medics has developed an approach and systems to ensure its practices operate with similar quality and operation standards, responding to modern day requirements of general practice, with a commitment to continually improving patient experience. To this end all their services contain training and education elements.

Only eight GP Practices in London have achieved the coveted accolade of “Outstanding” rating by the Care Quality Commission. Three of these practices are AT Medics who were honored to have a recent visit by the Secretary of State for Health Jeremy Hunt, Chancellor of the Exchequer George Osborne and Simon Stevens, NHS Chief Executive.

In the last 3 and a half years since AT Medics have managed Hambleton clinic, the practice has undergone huge improvements, increased investment in modernising the practice to ensure the premises are CQC compliant, more GP and Nurse appointments, systematic training for administrative staff including Customer Service and Safeguarding, whilst ensuring the principles of Clinical Governance are embedded in the practice.

We have introduced a new website which has combined the three Southwark practices we manage (Hambleton Clinic, Queens Road Surgery, Silverlock Medical Centre) to ensure provide consistent, effective user experience and information.

Patients are encouraged to book appointments/Prescription requests online. There is also functionality for patients to have e-consultations and to view their test results and medical records.

Finally Omar talked about “Networking” and the use of TV screens in practices to provide healthcare messages.

5.0 Members of the group commented on the fact that the childrens toys had been removed, Nick Christou noted that this was due to infection control. A sign will be placed in the foyer/waiting area noting “DEAR PARENTS/GUARDIANS In the interest of health & SAFETY AND INFECTION, PREVENTION AND CONTROL PLEASE FEEL FREE TO BRING IN YOUR OWN CHILDREN’S TOYS”

Nick noted that the practice is to have an Infection Control audit on the 23rd December, Lambeth and Southwark Public Health will be conducting the audit.

Nick noted that new bins will be ordered for each room and that the blue notice boards will be moved so that they are more prominent. There will be some new boards. It was noted that some window shutters are in need of repair.

The Newsletter could not be published in time for this meeting. The Chair agreed to work with others to produce the newsletter in time for the next meeting, and Omar offered to support with a design template for the group to add content to.

Patients noted that it would be useful to know what services the Health Care Assistant and Nurse can do, as this would help when booking appointments. Nick to display Nursing Staff skills in the waiting area.

6.0 Any Other business

There was no other business. The meeting closed just before 8.00 pm.

Date of next meeting 24th March 2016

John D King Chair
Nick Christou Practice Manager.