

Hambleton Clinic's Patient Participation Group (PPG)

Minutes of Meeting on 4th June 2015

Present:

Ed Rosen (AT Medics Director), 2707, 502240, 3720, 6132, Alice Davies (Receptionist and Minute Taker) , 6031, 967, 1448 , 1435 John King (Chair), Nick Christou (Senior Manager)

John King, Chair welcomed those present.

Minutes from previous meeting 18 February 15 were read and approved.

Matters arising:

1448 raised concerns about the general mess and untidiness around the access to surgery and location of communal bins. She felt it was an issue that needed to be raised with the local councillors. 502240 also reported that local children tend to use the surgery perimeter as a play area so careful thought needed if we are to replant the area. (Children were seen clambering over the walls during the meeting)

Action: Invitation to attend the next and subsequent PPG meetings will be extended to one of the three local ward councillors.

Ed Rosen

The Chair introduced Ed Rosen. Ed stated that he had been recruited nearly a year ago by AT Medics to promote community engagement and improve 'the patient experience' across their 19 clinics. He talked about his background, career to date, vision and current involvement with the Lambeth Food Co-op and the role of gardening and food production in improving 'wellness' amongst patients. He is keen for patients to become more knowledgeable about their own personal health condition and assume greater responsibility for its management. He is enthusiastic about development of PPGs and extending their role within primary health care sector. He welcomed the production of our newsletter and encouraged us to contact him if there were any problems around meeting printing costs or distribution issues.

Nick Christou confirmed that there are 4,200 patients currently registered with the clinic

National Patient Participation Awareness week (1st-6th June).

Ed Rosen invited members of the Hambleton's PPG to a Wellness Fair event to celebrate national patient participation week being held the following Saturday at the Streatham Gracefield Garden's surgery organised by their own PPG with activities planned for all ages including tours of the surgery, planting areas for growing food, lectures and exhibitor stands. **Several members of the audience expressed interest in attending and supporting fellow PPGers.**

Feedback from Locality PPG group:

Helen Pearson fed back issues arising from South Southwark Locality PPG meeting.

- She explained how the 'Pharmacy First' scheme worked and distributed accompanying leaflets. Medical advice can be given over the counter by qualified Pharmacists registered with the scheme as well as a range of medication without a prescription either at cost or free for those entitled to free prescriptions. **NC will ensure that accompanying leaflets available in waiting room area.**
- Free training sessions are on offer to all patients' – 'Skills for a successful meeting' 5.30-8pm 14th July and 'Role of patients in shaping the NHS on 23rd June 12.30pm-15.00 both at Cambridge House, 1, Addington Square, SE5 0HF. To book this event you can book online at <http://skillsforsuccessfulmeetings.eventbrite.co.uk>, or email souccg.southwark-ccg@nhs.net or call 020 75257888. **NC given poster advertising the training events to put up in prominent position in waiting area.**
- Helen also explained the system for 'Extended access appointment's scheme' based at the Lister Health Centre (see also item in newsletter) Further information accessible from website www.southwarkccg.nhs.uk... **Hambleton Times' Newsletter.**

PPG attendees with email addresses had advanced sight of the first edition of the newsletter John King and 502240 had run off sample copies in both colour/ black and white and different sizes (A5 and A4) to distribute at the meeting. The Newsletter had also been uploaded onto the Hambleton Clinic website. 502240 sought views on the content and design and received general approval from those present. 502240 welcomed ideas around future items for inclusion or changes to the format and asked for them to be 'posted' in the suggestions box. The Chair thanked 502240 for her hard work in producing the PPG's newsletter.

Update on Hambleton Clinic

NC reported back on recent changes in staff complement with the arrival of two new GPs, Dr Olivia Andan and Dr Hamid Wahid who has a specialist interest in women's health issues. Nurse Claire Goldie has also been appointed to carry out holistic assessments of the entire over 65 year- old patient group. She will be available at the Hambleton on Tuesdays and Thursdays and will also be working at the Queens Road practice.

502240 asked if the Staff Team notice board in the reception area could be updated with photos of the new staff. **NC agreed to update.**

1435 asked if posters and literature could be better organised and presented in the waiting room area with proper stand for NHS leaflets. **NC agreed to take action on the matter.**

Role of PPG and structure of future meetings.

We agreed to provide a regular slot for invited speakers. We also requested that, one of the GPs could attend future PPG meetings. **John King to approach Rebecca Scott to provide an update on the Dulwich Hospital site development at the next meeting.**

There was no other business

Dates of future PPG meetings.

Confirmed on quarterly basis on Thursday evenings (6.30pm-8pm) on

24th September 2015

17th December 2015,

23rd March 2016 and

22nd June 2016.

The meeting closed at 8.10pm

John King Chair