

Hambleton Clinic

Patient Participation Group (PPG)

Minutes of Meeting on 24th September 2015

Present: Patients: Peter Lane, Pippa Lane, Edmund Kaye, Brian Boxall, Helen Pearson, John King, Staff: Nick Christou, Senior Manager, Rebecca Scott Southwark CCG.

Apologies: Jane Hopkins, Jose Furtado, Omar Din (AT Medics)

1. Minutes from Previous meeting of 4th June

Agreed as accurate. It was agreed by everyone present in the meeting that they are happy for their names to be put on the minutes and so be on the practice website.

2. Dulwich Programme Update from Rebecca Scott (Programme Director).

Rebecca gave an update on Developing Health Services in the area.

Progress to January 2015 – The decision was made that this will be a new build on the south east corner of the Dulwich Hospital site – an area of 1.75 acres.

Progress since January 2015 – The decision made that this will be a LIFT building, developed under a Land Retained Agreement. South London Health Partnerships will rent the land on which to build from the NHS on a 25 year lease. The remainder of the land is to be the site of a new Charter School. The new Health Centre will have 4500 to 5000 square metres floor space.

A number of design workshops have been scheduled. The First Design workshop was held in July. The 60 participants included a wide range of patients. The second meeting in September covered accommodation schedule in detail, how patients moved through the building, access to transport and parking.

Design process from now on will include more detailed planning and planning applications. There will be public meetings, to consider the outside of the building and how it works for the local community.

The old buildings must continue in use until the new centre is ready for occupation. The land for the school will be a phased transfer of three parcels of land. -Phases 1 and 2 are unoccupied and could be transfer as soon as the legal agreements are complete;

Phase 3 land would be transferred as soon as the new health centre is complete and services move into it.

Existing services will stay on site until new accommodation is completed; There will be a separation of health services from construction activities, with separate entrances throughout. There will also be separate entrances for health and education facilities.

3. Hambleton Clinic Update:

The Hambleton Clinic has been going through phenomenal list size growth in the past year; we now have over 4500 patients registered at the practice, over 23% growth in the year, the highest of all the AT Medics sites. This is partly attributed to the students coming over from the newly rebuilt Halls of residence and from a number of patients dissatisfied with the services provided by their neighbouring practices. Despite the national picture, patients at Hambleton can get to see a GP or Nurse usually either on the day or the next day compared to weeks at many local Southwark practices.

In August the Hambleton Clinic appointed a new practice Nurse Jennifer Durosinmi. She will be working two days a week at the Hambleton clinic (Tuesday/Thursdays)

One of our Receptionists Alice Davis will be leaving us at the end of the September, she is moving to a surgery closer to her home in North West London. We wish her all the best for the future.

Gwen Thomas – Our current Health Care Assistant will now be based full time at the Hambleton Clinic, replacing Alice's Reception hours and providing more Health Care Assistant sessions (4 days a week) – Gwen is able to take blood, do BP Checks, Diabetic Foot Checks, NHS Health Checks and give flu and Pneumonia vaccinations.

4. Southwark Locality Patient and Public Group (LPPG) Feedback

Hospital Discharge Summaries audit. This is now a standing agenda item. These important summaries are often irrelevant and contain a lot of jargon. The second of two audits of KCH summaries have shown some improvement, with clarity of expression, but still often lacking essential detail.

Where patients are unhappy about their discharge process, they should report the matter to their GP under the quality alert process.

Helen Pearson then tabled a number of leaflets on Our Healthier South East London, the new Pharmacy First programme, "Have your say" and Improving Health.

EPEC John King explained the role and composition of EPEC, and how at recent meetings it has discussed Dementia, and wider mental health issues to be included within all health care services.

Patients should note that all test results are now given in metric, not imperial measures.

5. Hambleden News Letter

Jane Hopkins the author of our Quarterly news Letter was unable to attend the meeting. We applauded the excellent work and effort in preparing our quarterly newsletters. It was noted that the Autumn Newsletter had a photograph showing an appointment book, which could enable someone with the right software to identify the patients. It was agreed to remove the appointment screen photograph. Action NC.

The Garden – we remain anxious to tidy up this small weed filled area. NC is looking for volunteers and finance.

6. Any other business

We propose to arrange *guest speakers* to talk on specific health subjects.

Quality Assurance was discussed briefly as was the probability of Practice inspection by the Care Quality Commission.

Attendance at this meeting was surprisingly poor, Suggestions for improving this will be welcome.

Dates of future PPG meetings.

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

17th December 2015,

23rd March 2016 and

22nd June 2016.

The meeting closed at 8.10pm

John King Chair