**LEYTON HEALTHCARE PATIENT PARTICIPATION GROUP (PPG)**

**WEDNESDAY 31st August 2016**

**MINUTES**

Attendees: 6 patient representative group members:

Sue Crabbe, Practice Business Manager

Caroline Paul, Clinical Practice Manager

Dr Dinesh Kapoor (Senior GP Partner)

Apologies:

Chair: (BS)

**1. Apologies**

Sue gave apologies to the group on behalf of and

**2. Minutes of the previous meeting and appointment of Secretary**

Agreed as a correct record of events. BS mentioned the possibility of a member of the PPG taking on the role of secretary and taking the minutes and both Sue and Dr Kapoor agreed as this would be very helpful to Caroline.

**3. Premises Update**

Progress on action points from the previous meeting was discussed. Sue had prepared a comprehensive premises/NHSP action plan which was read out and discussed in detail. A summary is detailed below.

The Practice Action plan is not for general distribution at the moment but was shared with the group for information. In summary the main issues were:

**The lifts** – NHSP have now received the lift certificates from Savills. NHSP would have liked to see more detail on the certificates but they do comply with regulations. SC went on to discuss the charges as set out in the updated Leyton Healthcare/NHSP action plan.

**Lack of transparency of service charges** – This is still an ongoing issue. SC discussed in detail the issues the practice was still having and that LHC was still waiting for an explanation of breakdown and the implications of the service charges not being paid.

**Window cleaning** –The windows were finally cleaned and NHSP are to ensure a regular cleaning schedule is in place. Cleaning should take place every six months.

**Plumbing issues –** NHSP continue to respond to calls logged with regards to the plumbing issues within the practice.

**Fire evacuation** –A fire evacuation has now taken place and this was co-ordinated by LHC staff on behalf of the building. SC raised that she was disappointed with the fact that NHSP did not feel they could work collaboratively with the building users on this important topic. Following this discussion Ray Heath confirmed that he will support building users to ensure fire procedures are working within the building.

Savill’s will arrange Evac-Chair training along with regular fire training.

**Seating-**The new chairs have now arrived and notices are displayed stating that the chairs are for the elderly or less able.

4. Feedback from Infection Control Visit

An infection control audit took place in the practice on 30th August 2016. CP discussed the outcome informing the PPG members that audit went very well and that there were only a few action points to deal with relating the premises.

1. All taps in the clinical rooms and sluice room need to be replaced as the taps in place at the moment had swan necks and these are no longer used as the curve of the neck can harbour legionella. CP has discussed this with NHSP who have agreed to replace all taps. Work in progress.
2. The lighting in the minor op area needs to have plastic covers installed as the covers in place at present harbour dust. NHSP have agreed to replace these and this action plan has been completed.
3. The sink in one of the nurses room need to be re-sealed as germs can harbour under the rim. NHSP has agreed to sort this and this action plan has now been completed.
4. The auditor was not happy with the legionella testing reports so he has asked for a copy of the reports to be sent. CP discussed this with NHSP and they will action this based on the receipt of the auditors e-mail via CP. E-mail sent to Stella Spencer Casey at NHSP.

5. Closure of Walk in Centre, Oliver Road

The Walk In Centre closed 31.08.16. They have approximately 8,000 patients registered. Patients can be seen at FedNet over the weekend, the patients do have to ring prior to going and although it is proving successful at the moment, the testing time will be when the walk in centre closes. The contract to provide primary care to patients will be due for renewal in March. However, DK went on to say that this may not be financially viable to remain open and that there is a possibility that they will not renew their contract which ends at the end of march 2017. If the Orient Practice closes it needs to be open for bidding and LHC may possibly bid for it, but there are various issues that need to be taken into consideration-man power, space, staff being tupped over and whether or not it will be efficient without compromising quality of care. It would be a question of additional doctors climbing aboard. DK asked if the PPG could support the bidding.

6. Topics For discussion

There were a few items discussed

**Parking**-CP stated that she was informed by the Score Building Occupiers that we no longer had any parking spaces available in the car park opposite. Lynsey from the Score building has said that we can carry on using the car park until further notice but would have to be closed when there were functions in the score building. DK was not happy with the parking arrangements and encourages patients to carry on using it.

**Transport**-As the parking is a big drawback, there is no off street parking, other than by Osier Way etc-EH suggested contacting LRT regarding the possibility of getting a bus route in place.

**Online/Skype Appointments-** Alternative methods to booking face to face appointments were discussed. DK went on to explain the various methods of appointments that we use, on-line booking, skype appointments. KM suggested it would be helpful to have a demonstration on how to book on online. CP will arrange this for the next meeting. CP will try to arrange a skype presentation with Dr Chetty, depending on his work commitments.

**Staff Skill Mixes**-In conjunction with booking on line appointments-SC mentioned that not all clinicians and nurses have on line availability due to their various skill mixes. SC also mentioned that a new GP will be starting at the practice so access has now been increased.

7. Agenda for next meeting

To arrange a demonstration regarding the on line booking system.

Possibly arrange a skype presentation.

Ray Heath( NHSP) to attend the next meeting.

8. Any Other Business

EH mentioned that there was a Health and Well Being fare being held at Vestry House on 1st September 2016 1.30pm-4.00pm

DK mentioned that there is a CCG AGM to be held at Waltham Forest Town Hall on 22nd September 2016, events starting at 5.15pm. DK will send invites to the PPG group.

EH expressed the sad loss of Dr Levene on behalf of the group.

Time of meeting changed: PPG pre-meet at 5.30pm and then the PPG meeting starting at 6.00pm.