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

**WEDNESDAY 22ND JUNE 2016**

**MINUTES**

Attendees: 8 patient representative group members

Sue Crabbe, Practice Business Manager (SC)

Apologies: Dr Dinesh Kapoor

Caroline Paul, Clinical Practice Manager

Chair: (BS)

**1. Apologies**

Sue gave apologies to the group for Dr Kapoor who has had to attend another Practice at short notice today. Emails and calls had been sent/made during the course of the day to communicate Dr Kapoor’s change of plans.

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

Agreed as a correct record of events. BS stated that the group felt the minutes were comprehensive and well written. BS asked if SC would continue in the capacity of secretary. Agreed in the short term although SC advised that there was likely to be some staff changes later in the year.

Progress on action points from previous minutes are:

Fee guidelines to be displayed more prominently – this is now done and a comprehensive list of non-NHS charges is posted on the notice board in reception. SC advised that Practice staff are aware that they should always advise patients of charges at the time of request.

Doctor and staff languages to be displayed in reception and on the website – A staff list is nearing completion and should be available within the next week. Information will be posted in reception and on the practice website.

Terms of reference – for discussion later in meeting.

Overview of target areas – for future agenda.

Emergency pull cord in disabled toilet – still outstanding. A list has been drawn up for when a maintenance operative attends in a few weeks’ time to complete a list of tasks. In the meantime, a poster will be displayed advising users that the pull cord is for emergency use only.

**3. Terms of Reference and Appointment of Vice Chair**

KM agreed to act as Vice Chair in the absence of BS.

SC re-distributed a draft of some basis terms of reference for consideration by the group. More comprehensive TORs are available but it might be sensible to start with simple objectives and build on them as the group develops. Two additional TORs have been added to the list relating to premises. Premises will be discussed specifically later on in the meeting but the group felt that the addition of the two extra objectives was sensible. A few comments were noted and changes shown below:

**TERMS OF REFERENCE**

Aims/objectives

* To facilitate good relations between the Practice and its patients by improving communication between GPs, practice staff and patients
* To discuss topics of mutual interest to the Practice and its patients
* To discuss suggestions for improvements and service development and support the practice to promote agreed areas to the wider practice population
* To review**/implement** patient feedback (whether from the PPG or other sources – **Friends and Family Test**, patient surveys etc.) with the aims of the practice and PPG agreeing improvements that could be made to services
* Support the Practice to encourage patients to take greater responsibility for their own and their family’s health
* Organising health promotion events and improving health **awareness**
* The Practice **and the PPG** **will make** make reasonable efforts to ensure the group is representative of the practice patient population **and they will ensure they support and include the views of carers**
* To support the Practice in all building related matters by ensuring the building is as accessible as possible to all patients and fit for the provision of community primary care services.
* To work with the Practice and seek the views of practice patients regarding a potential relocation of Practice premises

Comments or amendments re these TORs to SC please via email –

**4. Premises Update**

The Group viewed an action plan recently produced by the Practice. The Action Plan details a number of areas of concern relating to ongoing issues with the Practice premises. Many issues go back years and have never been resolved despite significant effort by Leyton Healthcare staff. The premises are owned by Leyton Orient Football Club (LOFC) and they lease the building to NHS property (NHSP) who in turn lease to Leyton Healthcare. BS and other members stated that other tenants of LOFC living in the residential part of the building are also experiencing problems and there are ongoing tenants meetings trying to address these issues.

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** – there have been continual problems over past years. Significant work has now been undertaken to improve the situation and to ensure the Practice has details of the appropriate safety checks which were undertaken by the landlord. Long term, the Practice is concerned that the lifts are not fit for purpose bearing in mind the volume of daily usage. Costs relating to upgrading these lifts have been seen and the Practice is concerned that it may be expected to fund half the cost of the upgrade bearing in mind that Leyton Healthcare occupies nearly 50% of the building. Discussions have started with NHSP in relation to this. NHSP has been focusing on the lift issues above everything else as this has been considered most urgent of all the work.

**Lack of transparency of service charges** – this has been an ongoing issue since 2010. Many charges made to the Practice are unsupported and cannot be evidenced. The Practice has been withholding service charge payments until charges are transparent and clear.

**Window cleaning** – The windows have not been cleaned in over 6 years. The Practice is unable to undertake this work themselves due to its location on the 4th floor and specialist cleaning being needed from within the football ground. The landlords have recently said that they are not prepared to start work until the service charges are paid. NHSP are taking this forward with the landlord’s agent. This is likely to be an issue for other tenants within LOFC buildings and group members mentioned concerns raised by the local tenants association and whether it may be sensible to work together in the future.

**Plumbing issues –** toilets often experience problems due to their poor installation.

**Fire evacuation** – SC has been trying to encourage NHS Property to adopt a collaborative approach to fire procedures. A fire drill is overdue but in the absence of a whole building evacuation, the Practice will look to undertake its own drill (just for the 4th Floor) within the next couple of weeks. SC has reminded the Site Manager and asked if a whole premises evacuation could take place urgently. Group members were concerned how wheelchair patients would exit the building? The Evac –chairs on the stairwells are currently not used as staff have not had training to use them. This is also under discussion with NHSP to see if they could provide the training. Leyton Healthcare would be happy to nominate staff to receive the training if it can be sourced. The Leyton Healthcare PPG is happy is to meet with relevant stakeholders to help and support resolution. SC to see if NHSP could send a representative to the next PPG meeting? BS/KM suggested the Practice invite the local fire brigade to undertake an assessment of the building. SC will look into this. The Fire Brigade can serve an enforcement order if they find procedures/contingencies are inadequate.

SC advised that the Practice lease is due for renewal in 2017. Due to the multiple issues the Practice is experiencing, Leyton Healthcare would be reluctant to extend the lease for any significant time. The preferred option is still to be part of the Score development and SC has expressed an interest on behalf of Leyton Healthcare to both Waltham Forest CCG and the local authority. Building development is significant in the area with two developments of 500 and 700 dwellings and other smaller projects potentially bringing an increase of 3000 new patients to the area. Leyton Healthcare is keen to be part of the new development so the Practice will be able to ensure accessible services to Practice patients.

**NHS Waltham Forest Clinical Commissioning Group Estates Strategy –** draft summary distributed to those present. The strategy tries to address many issues that Waltham Forest are facing. The challenges for Waltham Forest are:

* A growing and changing population
* People are living longer with more long term conditions
* Practices struggling to cope with demand
* Local workforce issues as Practices struggle to recruit and retain staff
* The need to make best use of existing premises which can be expensive and in some cases not up to standard

Some group members were aware that a weekend meeting consultation meeting regarding Estates is scheduled. Exact details unknown but members welcome to contact Waltham Forest CCG communications ([communications@walthamforestccg.nhs.uk](mailto:communications@walthamforestccg.nhs.uk)) for further information.

**5. Topics for discussion (from part one of the meeting)**

Patient members still concerned that it is often difficult to obtain an appointment quickly when needed and waiting times are often long. SC confirmed that despite trying different ways to improve capacity (face to face appointments, telephone appointments and Skype appointments) it remains difficult for the practice to cope with demand. NHS England figures show that the Practice should have 72 appointments per week for each 1000 patients. The Practice has well in excess of the recommended amount but still struggles to meet demand. Options were discussed which included the use of patients seeing a pharmacist or nurse practitioner. SC advised that the nurse practitioner option, and appropriate skill mix of clinicians, is one that was currently under discussion within the Practice. The practice tries hard to ensure patients are seen by the best health care professional. For example health checks can be scheduled with the Healthcare Assistant rather than a Practice Nurse. Healthcare Assistants can undertake blood pressure checks working to protocol.

Some group members were unaware of the *Patient Access* options available to patients. Patients can access appointments, order repeat prescriptions and view their medical records online. SC advised the meeting, that although this is a very positive move forward, the practice has a responsibility to view each patient’s records prior to electronic records being open for viewing and this is often time consuming for staff. The Practice has a requirement to ensure 10% of practice patients are signed up for *Patient Access* by the end of the year. Anyone wishing to obtain  *Patient Access* should bring ID to reception and the facility will be enabled for them within a few weeks. A major advantage of Patient Access is the ability to use the service 24/7 outside of practice opening hours.

6. **Agenda for next meeting**

An agenda will be set similar to today’s meeting. If anyone would like to add items to the agenda please email sue –

**7. Any other business**

a. PPG Network event – request for documentation from this event to be re-sent to group members.

b. Sexual Health – The Sexual Health service which is currently located on the upper ground floor of the polyclinic building will be relocating from the building. Time scale unknown.

c. MH asked if the Practice was aware of any problems with Whipps Cross appointments as this has been a reported problem elsewhere. SC confirmed that there are often issues brought to the Practices attention.

d. MH advised that NELFT are holding a meeting for all service users at Harmony Hall on Thursday 1.30 – 4.30pm – all welcome.

e. SC advised the meeting that the Walk In service currently running from the 1st Floor at Oliver Road is due to finish in September 2016. An alternative service (Waltham Forest Enhanced GP Services) is available to Waltham Forest patients across the 3 localities (Leyton and Leytonstone, Walthamstow and Chingford) on Saturday and Sunday each week with immediate effect. The site for Leyton and Leytonstone service is Triangle House Health Centre, 2-8 Harrow Road, Leytonstone, E11 3QF. The service is open 9am – 5pm Saturday and Sunday. Routine and urgent appointments are available for both doctors and nurses. Telephone 020 8519 3999 to make an appointment.

f. Additional seating has been purchased by the Practice that should be delivered shortly. In addition to bench seating, two high back chairs have been ordered to aid elderly patients. It was suggested that notices be posted above the chairs similar to those on public transport to advise patients to give up the seat if an elderly patient needs it.

**8. Date of next meeting**

Wednesday 31st August 2016. 18.00 Patient members. 18.30 Practice staff to join meeting