

Simpson House Medical Centre

Patients Participation Group

Minutes of the Patients Participation Group Annual General Meeting held on Fri 9 May 2024 at Simpson House Medical Centre.

MEETING AGENDA

1. Welcome and Introductions
2. Apologies
3. Minutes of last meeting
4. Matters arising
5. Chair's Report
6. Practice Manager's/GP's Report
7. Election of Officers and Committee
8. Update on Current Issues at the Practice
9. Friendship Café Coffee Mornings
10. Newsletter
11. Healthsense PCN
12. Date of Next Meeting

Attendees: Doris Ratnam, Keith Nicholls, Frank Phillips, Merlyn Woon Soong, Paul Hart, Chandraradan Shah, Cherry Tinson, Sylvia Parsons, Rajvi Bhayani, Sajjad Hansraj, Geoff Harrison, Bernice Phillips, Krupa Adatia, Debbie Doel, Daniel Goldwater.

Apologies: Geeta Jethwa, Roger Jones, Asoke Dutta, Anamita Dutta

Welcome and Introductions

Bernice welcomed everyone to the meeting. All those present gave brief introductions.

Previous Minutes

The minutes of the previous meeting were formally approved without change.

Matters Arising

None.

Chair's Report - Bernice

Although there was some informal activity prior to the formal establishment of the PPG, it is now 10 years since the first formal PPG meeting, which was held in April of 2014.

During that time there have been many changes, including many new staff, the pandemic with accompanying phone consultations and vaccine programme, new and upgraded online systems, additional medical staff (pharmacists, paramedics, social prescriber), changes to the way GP services are run (Primary Care Networks, such as Healthsense), plus many other adjustments as the way healthcare is delivered has evolved in new directions.

A newsletter has been published, carers coffee mornings (which evolved into the Friendship Café) have been held and the PPG has been able to contribute patient views to the Practice.

However, after 10 years as Chair, Bernice felt that it was now time to hand over the reins to someone else to take the PPG forward. To that end, Bernice nominated Rajvi Bhayani to take over her position as Chair of the PPG. Rajvi has a previous background in social work and so is familiar with certain aspects of the healthcare system.

Bernice also expressed her heartfelt thanks to Daniel, Debbie and Krupa from the Practice and Geoff, Roger and Cherry from the PPG for their assistance and support.

Practice Report – Daniel

Overview: The Practice has been more stable, post pandemic, but there have been many changes – some forced, some voluntary – over the past year. The Doctors have remained the same over the past year and the Practice has been able to manage for more than 6 months without having to use locums.

Staffing: There are now two new male receptionists; Dylan Worrell and Prad (who is also an IT wizard). Jo, one of the nurses, has gone to another Practice. Maria Dungarwalla has stepped up to take over her responsibilities. There is now a separate Help Team who can assist patients without affecting processing of patient requests at Reception. Leena has also joined as a mental health worker.

Appointments System: The new PATCHS system is now established and is working well. A paper form is now available from Reception to complete PATCHS requests, for those who do not have internet access.

Building: Some renovations are now required and these will hopefully also include painting the interior. A new CCTV system is also being fitted.

Text Messages: These are now being charged for and is the main reason why bulk messages that are sent to all patients (such as Friendship Café reminders) are no longer possible. *

Daniel thanked Bernice for her service as PPG Chair and she was presented with a bouquet of flowers from the Practice to mark her retirement from the position.

Daniel also expressed his grateful thanks to Roger, who was unfortunately not able to attend the meeting due to illness, for all his past help and support and for being one of the nicest people you could ever hope to meet.

* After Daniel had given his report, there was some discussion on the best way to reach large numbers of patients as an alternative to costly bulk text messages. Various social media platforms were examined but only WhatsApp was both free and also had sufficient usage across all age groups to be viable.

Geoff suggested that the new one-way Channels feature would be best suited out of the available WhatsApp options. This lets you broadcast information to unlimited recipients without them seeing who else is receiving the messages and without anyone seeing the phone numbers of other recipients.

The only downside seems to be that recipients have to join a Channel by subscribing ('following') and electing to receive notifications for new posts. This may require one last bulk text message to inform patients of the new service if and when it launches.

Election of Officers and Committee

The following were nominated and confirmed by a vote of those present:

Rajvi Bhayani	Chair
Cherry Tinson	Vice Chair
Geoff Harrison	Secretary
Keith Nicholls	Committee Member
Doris Ratnam [corrected]	Committee Member
Sylvia Parsons	Committee Member

The following committee members stepped down:

Bernice Phillips, Asoke Dutta, Marilyn Bradley, Elizabeth Hugo, Roger Jones

Friendship Café Coffee Mornings

These are normally held on the 3rd Friday of the month from 10:30 – 12:00. As has been mentioned previously, attendance has fluctuated considerably. Originally opened as a Carers Coffee Morning, it initially went well, but since then attendance had been very variable, dropping prior to the pandemic and dropped still further still during it. After rebranding as the Friendship Café, attendance increased considerably after the pandemic restrictions were lifted, but had subsequently dropped back again.

The current hire agreement for the church facility opposite the Practice, where the Friendship Café is held, expires in August 2024. Bernice will continue organising the sessions until then, when she will step down. A decision needs to be made before August as to whether to extend the Friendship Café hire agreement or close it down.

Newsletter

The Newsletter is ongoing. Cherry is now collecting material for the next edition. Contributions and ideas should be sent to her at: chedst@gmail.com by 30th June.

Krupa will then produce the Newsletter, which will be available for download from the website.

The previous edition was published as 2-page images, which were a) large files; and b) difficult to read unless zoomed/magnified. Geoff suggested that future editions should return to being produced in .pdf format, which would result in a much smaller file size and be easily downloadable and readable in any pdf viewer (most modern web browsers include a built-in pdf viewer).

Healthsense PCN

Bernice attended a PCN meeting in February and a Healthsense Constitution was discussed. However, this has not been finalised and no further meetings have yet been arranged. Collaboration between member Practices continues.

The PCN now has a minor surgery provider and these sessions are held at the Enderley Road practice.

Any Other Business

None

Date of next Meeting

The next regular PPG meeting will be held, with Rajvi as Chair, on:
Thursday 19th September 2024 at 12:00
in the Simpson House Conference Room.

Sign.....(Chair) Date.....