
**Minutes of the Patient Participation Group Meeting
Held On
8th December 2016**

In Attendance:

Dr Upma Shah (US): GP Partner Kingsbury Health & Wellbeing
Mr R. Gorsia (RG): Practice Manager, Kingsbury Health & Wellbeing
Mr Dennis Tyler (DT): Chairman, PPG

Present:

Bharat Kerai (BK) Jerome Gray (JG) Sandra Gray (SG) Arlette Ta-Min (AT) Kishore Hirani (KH)
Deborah Lawson (DL) Ella Ng Chiang (EH) Ramji Patel (RP) Dennis Wheatly (DW) Emilla Wilson (EW)
Lakhman Mepani (LM) Isaac Grankin (IG) Mrs Pauline Powell (PP) Sandra Gray (SG) Shivji Khokhrai (SK)

Apologies: Mrs K. Gandhi (KB), B. Gandhi (BG) Rupert Powell (RU P) Champa Shah (CS)

Absentees: Dakshesh Patel (DP) Dharmish Kunvarji (DK) Jayant Lakhani (JL) Dita Shah (DT) Kirta Vekaria (KV)

Welcome:

The meeting started on time, at 7pm with a welcome from **Mr Dennis Tyler, Dr Upma Shah**. The PPG Members were introduced to each other.

The **“Ground Rules”** were also presumed to be on the radar. So there was no need to explain at this meeting, As usual such personal issues should be taken up in one to one meeting with Practice Manager Mr Gorsia who is always able and willing to help patients.

The discussion was centred on the **“Agenda”** prepared by Mr Gorsia, discussed in detail with contributions from Mr Tyler, Dr Upma and PPG Members.

Minutes of the last meeting held on 1st September 2016, were touched upon briefly. 2 minor attendee corrections were raised. Rest of the minutes were approved unanimously.

Patient Online Access

Described by US in detail re principles and how patients can register to obtain their log in details from practice on completion of registration form with photo ID.

Once patient is registered for online access they can
View their repeat medication list and order their repeat medication
View their immunisation status and other medical records
Book an appointment with Practice Nurse or Health Care Assistant.
Telephone consultation may be available in future. Online Access Poster will be displayed on practice notice board.

Registrations forms were distributed to all PPG members in attendance and registration ID were issued to some members.

Practice has 18% of patient registered for on line which equates to 1 in 5 minimum requirement for practice currently is 10% of their list size.

GP Access Hubs

There are 3 hubs in Kingsbury & Willesden Locality and one of them is based at our site other 2 are based at Willesden Centre for Health & Chalkhill Health Centre.

Appointments are available to see a Doctor for all patients of Kingsbury & Willesden Locality Practices.

Stag Lane Hub Operating hours are 6.00pm to 9.00pm Monday and Wednesday and Saturday 09.00am till 12.00pm. Patient can access these appointments via their practices and 111 when their practices are closed.

The difference between unscheduled walk in services and these booked appointments discussed.

EW People attending A&E cost far more then it cost to be seen at the hub and it is more convenient to the patients. **US** Good thing about seeing the patient in hub is that doctor can view their records where in other services clinician does not have access to GP records. The hub service is under review by the commissioner as the vision is to provide more access out of hours under one umbrella of services linking 111, GP access hubs, walk in centres, urgent care centres etc.

Extended Hours The Practice currently is providing the extended hours above their contracted hours on Saturday along with Hub in the form of Nurse Appointments. We may change it to weekdays if Hub service is withdrawn. This is due to staffing challenges especially as the staff is working till 9.00pm on hub. Discussed.

Nursing Home and House Bound Project Currently K & W Healthcare Ltd is working on a project to provide enhanced care to housebound patients and residents of care homes. Dr Ajit Shah and Dr Upma Shah have been working with the project team. The NH manager will be invited to future PPG meetings.

Practice Boundary Discussed the old/proposed boundary for registered patients and new patients. Under discussion with CCG and also NHSE.

Premises Practice bid for funding extend the current building was not approved this year round.

Lights in car park is now been repaired and is working order especially for dark evenings.

GP Forum Meeting CCG meeting not attended.

DT & EW Attended the Brent Patient Forum meeting which was held in October 2016, and were not pleased with the meeting. **Gynae pathway and other pathways discussed but no implementation.**

EW Who also attended MSK meeting and felt it was very useful as there are more patients in Brent with hip and knee problems and she also had good feedback.

Newsletter All in attendance felt that the newsletter was excellently designed and well laid out. All members and practice thanked SG & ET for their effort in producing this excellent newsletter.

AOB

SG & JG and other PPG member quoted that Dr Abdulla & DR Wilson are excellent doctors in practice whom they had consultation with so far

The meeting was successfully concluded at 8:10 pm with light refreshment and In **“Attendance Team”** thanking PRG members present for their effort to attend the meeting and giving up their valuable time.

The date of the next PRG meeting was provisionally agreed to be on Thursday,
9th March 2017 at 7.00pm.

Minutes by: Mr R Gorsia