

**Amwell Group Practice
Patient Participation Meeting
26th September 2018**

Present: Sonia Hehir - PPG Coordinator/Secretary

ER - Joint Chair

JB - Joint Chair

JW- Patient

JD - Patient

AD- Patient

JC-Patient

IS-Patient

SL - Patient

Sign Language Interpreter

Apologies:

DM - Patient

Welcome, Introduction and Apologies

ER welcomed everyone to the meeting

Minutes of the last meeting

Agreed

Creation of 2 New Consulting Rooms - Amwell Group Practice

JB asked for an update on the proposed creation of two new consulting rooms at the practice. Sonia advised that our proposal had been submitted.

IS was keen to continue the discussion on this as he felt there were better uses for the room. He felt that the room should be put to use for the purpose of health promotion. He felt that changes were needed within the NHS to help patients improve their eating, drinking and lifestyle habits and felt that having two extra consulting rooms at the practice for doctor's use only was not the best use of the room.

SH advised patient the new two new consulting rooms were vital to the growing practice and they would be used by doctors, nurses and attached staff for example the DQist team who concentrate on preventative health and Help on Your Doorstep who advise the community of things ranging from

housing and benefits to directing them to the best service for their needs.

IS spoke at length about changes that needed to be made within the NHS and felt that he did not want to be a part of a tick box exercise. SH advised that a PPG was not the forum for making changes within the NHS but to represent the patients to the practice and help us improve services here. ER talked about ways that the group had helped make changes at the practice in the past, including input on helping us provide a different type of emergency service and telephone consultations. JB also discussed that the group could not veto a decision made by the practice only give their opinion and both he and the rest of the group felt that the subject of the new consultation rooms had been previously fully discussed and the overall opinion that this was a good use of the space we have available.

IS decided that the PPG was not the forum from him, withdrew his nomination for Chair and resigned his place in the group. SH thanked him for his contribution.

Ritchie Street Walk-In Service (Angel Medical Services)

Sarah Soan, Head of CCG Business and Programmes came along to talk to the group about the Ritchie Street Walk-In service whose contract comes to an end in March 2019. The CCG are seeking opinion from patient groups on how best to move forward out of hours services.

Sarah talked to the group about Ritchie Street as it is now and outlined proposal for future out of hour's services. There are limitations to the service at Ritchie Street and these are:

It is not technically a "Walk-In" service - it is appointment based on a 'first come, first served' basis and if patients arrive after all the appointments have been allocated then they are unable to see a clinician.

The service does not have access to patient records, which means that the clinician cannot get a full picture of the patient prior to the consultation, putting the onus on the patient to give accurate background information. It also delays information flow between clinicians following the consultation.

Booking is not available by telephone or online, which, apart from lack of convenience, can prove a barrier for patients who are unable physically to attend the Medical Centre to make an appointment.

The service is unable to refer a patient for specialist treatment - this can only be

done through the patient's home practice and would require the patient to make a separate appointment for a GP to make the referral.

The service is unable to register unregistered patients with a local practice.

The service is currently open to anyone, regardless of whether or not they live within the borough. Whilst this can be seen as a benefit since it provides open access to all patients, it also means that fewer appointments are available for people who live within the borough.

The options for the future for this service are:

Option 1: Do nothing -The contract expires and the CCG does not re-procure the same or alternative provision. This option has been discounted as not fitting with the strategic intention of the CCG to increase and improve access to primary care.

Option 2: Re-procure the existing walk-in-service. Use the existing service specification to reprocure the same service model when the current contract expires.

Option 3: Provide additional same-day appointments across all practices by allocating the funds based on list size

Option 4: Provide additional same day appointments from a single provider, to be delivered from a small number of 'hubs' across Islington.

Both options 3 and 4 would provide access only to patients who reside within the borough - the service would not provide general walk in access for people who are working, visiting or moving through Islington and who are registered in another borough.

A couple of members of the group had used the Ritchie Street service and were very pleased with the service they had received, in particular when medical advice is needed for small children.

It was clear also that more awareness needed to be made at the practice for the services available through the Islington 'hub'. A couple of the members have used the service and been pleased with their care, some, were unaware of what is available.

Chairperson:

ER advised the group that he wished to step down as chair of the PPG. An election of a new Chair and Vice Chair were to take place this evening but due to the resignation of ER and IS leaving the group we had only one other nomination, this was for Vice Chair from JB. The group agreed that elections should not take place at this time but a new meeting arranged within 6 weeks for elections to take place. JB kindly agreed to act as temporary Chair until

this meeting. SH will send out nomination forms again to the group. Should the group not be able to decide on a new Chair and Vice-Chair it may fall to a member of the practice team to step in until such time as a Chair and Vice Chair can be agreed.

Date of Next Meeting - 14th November 2018 - 6pm-7pm - Amwell Group Practice

PAGE * MERGEFORMAT 2