

**Amwell Group Practice  
Patient Participation Meeting  
14<sup>th</sup> November 2018**

Present: Sonia Hehir - PPG Coordinator/Secretary  
JB - Chairperson  
JW- Patient  
JD - Patient  
AD- Patient

**Apologies:**

JC - Patient  
DM -Patient

**Welcome, Introduction and Apologies**

JB welcomed everyone to the meeting

**Minutes of the last meeting**

Accepted as true record

**Matters arising from the last meeting**

Creation of 2 New Consulting Rooms - Amwell Group Practice

The plans for these have been submitted along with the request for additional funding

Election of new chair - The election of a new chair was deferred until the next meeting when the new practice manager Rachel Graville will be in post and will be moving forward with the PPG. JB has agreed to continue as interim chair until the new elections take place

**IHUB - promotion of the service at the practice**

The question of how to get help outside of surgery hours was discussed. The group felt that there were elements unknown to each individual member and this is was important that the system be clarified and explained. It was felt that each element was not readily understood by patients and that there should be an effort to explain to patients in the surgery what their options were. There would appear to be no current leaflet explaining out of hours option although this information is advertised on the website, in the practice leaflet and on various posters in the waiting area. JB and another member of the group (to be confirmed) agreed to support an event at the surgery to explain options available to patients of the practice. This date will be confirmed when the new practice manager Rachel Graville is in post

and will be facilitated by Nicola Cronin the Reception Manager and Sonia Hehir the Clinical Administrator.

This shows that it can be difficult to map the process for patients. At our previous meeting we learnt that the Service at Ritchie Street may be coming to a close in March this will directly affect out of hours services for patients which is a matter of concern for the PPG members.. This service will be replaced by another service or possible absorbed by an existing service but an announcement is yet to be made by the Islington CCG.

**Dr David Price** attended the meeting. He expressed a desire to be invited to future meetings which was agreed. The group welcomed the appointment of a new GP, Dr Price explained that the recruitment process can be slow as the post of inner city GP attracts few applicants few applicants at present.

The system of appointments was reviewed and the system explained by Dr Price. It was agreed that the previous walk-in service for emergencies at the practice was not as effective as it could be causing long waits for patients. The workload for GP's was agreed to be very high and demanded extra commitment from staff. At present the usual appointment time for seeing a GP is 10 minutes which it was agreed was not long enough in some cases and on the whole patients were very understanding of the pressures within the practice.

**Stockpiling Medication** - Deferred to next meeting

**Book Clubs** - Deferred to next meeting

**Date of Next Meeting** - A date in January is to be confirmed with the new Practice Manager

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**Amwell Group Practice**

**Out Of Hours Service**

**111 (24 Hours)**

**Whittington GP Out Of Hours**

**Angel Walk In Service Based In Ritchie Street Group Practice (Monday – Sunday 8:00am – 8:00pm)**

**I:HUB ( Weekday Evenings 6:30pm – 8:00pm & Weekends 8:00am – 8:00pm)**

