



STOCKWELL LODGE MEDICAL CENTRE

PPG MEETING 3 October 2017

PPG Members Present:-

Helen Rouse (HR)
Jean Gillespie (JG)
Liz Trew (LT)
Riksha Moore (RM)
Sandrine Hassaine (SH)
Barry Cressey (BC)
Mo Al Jabba (MAJ)

Staff Present:-

Dr Navina Sullivan (NS)
Dr Femi Idowu (FI)
Sherine Sallion (SS)
Reni Rozbicka (RR)

Before the meeting started, HR confirmed that due to the circumstances of John Skitt's unexpected death, this would be a short and informal meeting.

1) Apologies for Absence

Apologies received from Lea Ewing, Irene Braun and Aks Patel.

2) Minutes of last meeting held on 5th September 2017

Following the last meeting, there were a few points that were discussed again:-

- Warfarin bloods – SLMC must see the anti-coagulation slip before full month of medication is issued.
- High-Risk Medication - we never stop medication, but will give a holding-script for 7 days until blood results are received. As with all high risk medication now, there are some complaints regarding issuing, but it is a CQC requirement that blood results are in first. HR did suggest that a sign should be put on the PPG noticeboard and the Reception desk informing patients of these new changes. FI confirmed that a letter would be available and attached to all prescriptions for patients on high-risk medication, that we need blood test results for continued issuing.

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A letter would also be sent to the hospitals informing them of the new processes, as they have shared protocol/care with us.

- CCH – blood testing is now much better at the Cheshunt Community Hospital as they have a new appointment system in place, especially for Warfarin bloods.
- FI explained/reiterated the appointment system again i.e 80% of face-to-face appointments on the day. There are pre-bookable appointments 4wks in advance i.e. GPs, Nurses, HCA's etc. Everybody on the day is guaranteed an appointment, whether it's on the day or in advance. There is also the online facility for booking appointments. These are released at 12.00am(mid-night), 48hrs prior to the day. Everybody calling in will be sorted out. Once fully booked, if a patient is insistent on an appointment, we go to our Triage system. Everybody who has left their details for triage, will get a call back on the same day with an appointment given, but not necessarily on the day. The doctor will look at the reason for an appointment, and depending on the severity of the issue, an appointment will either be issued for that day, tomorrow, this week or routine.

The minutes from 5th September, were approved by the group.

3) Matters Arising – John Skitt

HR stated that she was very sad to hear about John's passing, and that she had sent a condolence card to the family on behalf of the PPG.

It was suggested that maybe a notice could go on the PPG noticeboard informing patients of John's death.

HR asked the PPG members if anyone was going to John's funeral, and did anybody want to contribute to a collection. The majority of the group agreed to do something together, with MAJ stating that he was going to do his own thing. SS confirmed that SLMC would be sending a donation to one of John's chosen charities, and that herself, FI and RR would be attending his funeral. NS advised that the group that sadly she would be chairing the Target meeting on that day and unfortunately would not be able to attend the funeral.

It was agreed that in the November meeting we would look at electing a new Chairman as well as re-elections. HR confirmed that she was happy to stand as Chair, but would need everybody's help – she advised that everyone should go away and think about it, and come up with any suggestions. MAJ advised that he was happy to support HR. A Vice-Chairman would also need to be elected for support – BC stated that he would be happy to assist. FI suggested that perhaps we should allow some time for things to settle down, and get used to John not being around, so we can process what is happening. We should think again in say January, on what to do next. All agreed that HR would stay on as Vice-Chairman for now, with BC assisting her.

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4) PPG Dates for 2017/2018

HR told the group that the next year's meetings would be every 2 months (as it was becoming very repetitive holding them monthly). The group had a copy of the proposed dates, and all were agreed.

SS did mention that we would need to have an interim meeting in February, as the CQC visit would be some time in January, and SLMC would need to update the group and what happened during the visit.

5) Any Other Business

The PPG members commented that they had seen a great improvement in Reception, staff were smiling and more friendly, the uniform looks good and the queue's seemed to be less – it was noted that at least 2 members of staff would be on the front desk at all times.

SH asked about the "calling-in" machine – where had it gone? SS confirmed that it was broken, and unfortunately not funded by the CCG for repair. SS is looking into other options.

LT mentioned that following on from John's request at the last meeting, she spent a bit of time in the Reception area observing what was going on. She reported that the interaction between the receptionists and most patients was good, and they were polite. There were a couple of issues with medication and angry patients, but RR came out to resolve the situation.

JG also noted that she had seen improvements. She also enquired whether the staff going and working in Lex for short periods of time was still going to take place. SS confirmed that it was, but she needed to speak to Aks and Sheelan to put arrangements in place.

RM also said that she hadn't been in Reception for a long time, but from her last visit – she noticed a vast improvement, so it seems we are going the right way and in the right direction.

NS asked the group whether any of them had their flu jabs at Lex - as they had a 3-strain flu vaccination, but SLMC had a 4-strain vaccination in the surgery.

HR mentioned that before John's death, he had been speaking with a patient – Jo Goldsmith with the possibility of her joining the PPG. HR said that she had been in contact with her, and would be following this up.

BC commented that he was at the last meeting with NS, and stated that it was good as she was very certain on how she wants things done.

SS confirmed that we are constantly looking and tweaking things as and when necessary.

SS also confirmed that the next Action Plan would be available on 27th October.

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(Meeting closed at 1.45pm)

The next meeting is to be held on Tuesday 14th November at 1pm – AGM meeting only.

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