

Minutes of the PPG meeting dated 1ST OF October 2018 held in The Gadhvi Practice

Attended

Mr KF , Ms NH, Ms RP, Ms JG, Ms JE, Mr FT, Mr P ,Ms PK, Dr AP, Ms ML

Practice Manager started by welcoming the PPG members.

LOCUM COVER

Dr Asim is starting from 8th of October and is covering Dr U Gadhvi maternity for one year.

NHS111

As we mention on the previous PPG meeting, NHS111 Service took over from CHUSSE and they are doing the triage on the emergency calls. Patient need to call 111 out of hours

PARACOC

ParaDoc service Community-based emergency GP and paramedic service aimed at reducing hospital attendance with a particular focus on admissions. ParaDoc works closely with community services to help manage acutely unwell and complex patients at home.

This service is now available from 8am to midnight (before it was from 12pm to 8pm).

CQC

Latest report from CQC overall rating good. We made an appeal for two domains. We were told that we are not meeting the target on children immunisation and smear test percentage is bit low.

We are encouraging patients to have their smears by sending text messages and writing to patients to bring their children to catch up immunisation clinic.

CQC published the report they didn't take into account of our appeal letter. CQC acknowledge the receipt of the appeal and have apologised for the error.

With the CQC result that we achieved this year we might have another visit from CQC in 2019.

IMMUNISATION

Tuberculosis rates are low in Hackney. Children which are at risk can be seen in Lawson practice to have the BGC jab.

Children vaccination, whooping cough, other vaccination catch up can be done in HUB clinics across City and Hackney. When patients call we can offer appointments at their convenience in Hub clinics. Patients can also be seen outside of our baby clinic with our practice nurse.

Public Health England informed us that one of our patients has being diagnosed with whooping cough this has being noted as a **significant event**.

FLU CLINIC

Flu session has started and patient over 65 and patients under 65 and at risk who are entitled to have a flu jab can have one are offered one. The flu clinic this year will be by appointment a text

message will be sent to all patient that have mobiles and letters will be sent to those who do not have a mobile number.

The clinic days are as followings Mondays 10.15am to 1.00pm under 65 years old
Tuesdays and Wednesday 10.15am to 1.00pm over 65 years old

Housebound patient will be given the flu jab by the district nurses.

ONLINE BOOKING

Another service we are encouraging people to use is online booking. Appointments can be booked with the Doctor, Nurse or HCA two weeks in advance.

PPG MEMBERS

PPG members were reminded to become more active and to bring to our attention more subjects they are concern with and want to discuss.

BROWSEALOUD

BrowseAloud helps website visitors who require online reading support and those who simply prefer to listen to information instead of reading it. BrowseAloud is particularly useful for those with print disabilities such as dyslexia or mild visual impairments and those with English as a second language. The Gadhv Practice website translates in different languages.

CHECKING IN SCREEN

Checking screen is up and running and we are thinking to add more information such as smoking history although this might delay time for patients who are booking in for their appointments.

CORONERS HIGH COURT JUDGEMENT

A coroner who operated a "cab rank" system for burials has been told by the High Court to drop her policy and release the bodies of Jews and Muslims first.

Judges said the "equality protocol" policy [introduced by Mary Hassell, the senior coroner for inner north London](#), was "discriminatory" and "incapable of rational justification".

The protocol said that "no death will be prioritised in any way over any other because of the religion of the deceased or family, either by the coroner's officers or coroners." This meant cases were assessed and bodies released for burial by the coroner's office in order of when they were received, taking no account of any religious requirements.

Ms Hassell introduced the policy at the end of October last year, prompting protests from Jewish and Muslim groups, whose beliefs require a funeral to take place as soon as possible after death.

She told the court that she was concerned about the "negative impact that prioritisation of one sector of the community above others has had upon the families of those other deceased".

She also relied on guidance issued in 2014 by the Chief Coroner which said "the law does not allow the Coroner to give priority to any one person over another".

But [in a judgment released on Friday](#) Lord Justice Singh and Mr Justice Whipple said her understanding of the law was "misguided" and the guidance was incorrect.

"What on its face looks like a general policy which applies to everyone equally may in fact have an unequal impact on a minority.

"In other words, to treat everyone in the same way is not necessarily to treat them equally.

"Uniformity is not the same thing as equality," they said.

They ruled that the policy was unlawful and said she should introduce a new one.

Religious groups welcomed the ruling.

A&E WELLFAMILY

A & E WellFamily Service will help to support patient who are experiencing any of the following:

A relationship breakdown, financial hardship, Housing issues, Bereavement, feeling isolated, anxiety & depression. This service is available Tuesday morning and Wednesday all day. Patients need to speak to GP or reception team regarding referral or call 0207 254 6251.

SAFEGUARDING ADULT & CHILDREN

The City and Hackney Safeguarding Children board have recently reviewed a very sad case. This case hit the headlines following the unexpected death of a mother from what was deemed to be an epileptic fit and the subsequent death of her child from starvation.

The child was a four year old boy with complex learning needs. He did not know how to call for help or to feed himself properly, and so tragically died a fortnight after his mother.

Part of the learning from this case applies to GP practices. The child's mother, a vulnerable young woman was advised by the GP practice to use the Electronic Referral System (e-RS) to book an appointment with a specialist. She was unable to do this and returned to the practice to report that she had been unable to book the appointment. She was asked to return a third time with an interpreter. The review team have made the following recommendation for all GP practices.

'When patients with language, sensory impairments and/or other vulnerabilities are referred via the 'e-RS (previously Choose & Book) system, the GP should make an assessment as to whether it is feasible for them to book the appointment. If there are expected difficulties due to any communication issues, the appointment should be booked directly by the administrative team.'

SAMPLES COLLECTIONS

From 17th of September 2018 samples are to be collected three times a day 11am, 2pm and 5pm.

HUB APPOINTMENT

HUB appointment service is a service available for patient registered with The Gadhvi Practice and other practices within city and Hackney. Patients will be offered on appointment with these hub

services if they are unable to book on appointment with the Doctor or the Nurse at The Gadhvi practice. Appointments are available from 6.30pm to 8pm Monday to Friday and 8am to 8pm Saturday and Sunday.

EVENING HUB APPOINTMENT

From April 2019 The Gadhvi Practice may start to offer appointments on Tuesdays 6.30pm to 8pm to function as a HUB for City and Hackney patients in the evening.

PATIENT INFORMATION

One of our PPG members attended talk regarding menopause. We will put the information onto The Gadhvi Practice Website.

PRESCRIPTIONS

We are trying to implement another service – pharmacists are encouraged to request script on the email.

Our PPG members had encountered some issues with prescriptions. Patients have inform us on going to collect the EPS prescription the chemist are telling them that the medication has not being issue by the practice and in fact is has. The practice is aware of this problem.

Mr Anil our prescriber delegated by CCG will be invited to our PPG meeting on the 14th of January 2019 at 6.30pm. To talk about prescribing issues.

The next PPG meeting will be on the **14.01.2019**