

THE LEA SURGERY

Patient Participation Group Meeting Minutes.

Date: 22 January 2019

Present: Dr Goel, DD, LH, PL

Apologies: JBM and JG

Dr Goel explained that the CCG will be delegating contracts to the Federation and we have requested that we want Saturdays, Sundays and evenings. They will decide just what they are going to fund and we are waiting to hear regarding the contract for Extended Hours.

Hackney has the best long-term healthcare record for BP, Diabetes etc. Dr Goel went on to explain a little about the Quality Outline Framework [QOF] and showed members all the targets we are required to reach and the audits we have to do.

Dr Goel told members that the Council is going to be changing our heating and lighting in the surgery. Further improvements planned are the placing of fans on walls, and a water dispenser.

Members suggested that we could improve the ramp area at the entrance to the surgery, perhaps by putting up a net so that no rubbish can be thrown. It was also suggested that we improve the lighting in the ramp area.

Dr Goel then showed the members around to show them the improvements we have made which include moving all the cabinets containing patient's records downstairs. We have installed a toilet downstairs and we will be asking the Council if they can put in a window in the patient's toilet. Kitchen facilities have also been installed in the Staff Room.

The Family and Friends Survey was on the whole favourable and Dr Goel said we currently have on our books 11,494 patients.