



PATIENT PARTICIPATION GROUP

Minutes of the meeting 19/11/2016 at 11a.m.

Attended by: Dr Sivananthan, Dr Sivananthan

Tamil health officer

11 female and male patient representatives from the Tamil community

All the participants including the doctors and Tamil health officer introduced themselves. The patient representatives introduced themselves and stated how long they have been registered at the surgery.

The patient representatives discussed their positive and negative experiences. They were largely happy with the services at Alexandra surgery and many of them had been patients here for over 20 years.

Dr N Sivananthan spoke about the history of Alexandra surgery which started in 1989 with 1400 patients. By April 2015 the patient number was 4400. In July 2015, Alexandra Surgery merged with Grosvenor Road Surgery and the number rose to 6200.

Health indicators were discussed as measured by the health authority, where Alexandra Surgery is in the top 3 in Haringey.

Health promotion is highly encouraged at Alexandra surgery. 'Self-care corner' has been established since 2004 – where blood pressure / weight / height are measured by patients themselves with the support of the well trained staff.

The public health indicators on smoking, alcohol, blood pressure, cervical smear uptake are very high.

Diseases among Tamil patients were discussed, especially Type 2 diabetes where their incidence is twice the national average. Diabetic management was discussed which included diet, exercise and regular diabetic check-ups, and the importance for attending retinal screening. Other conditions discussed included hypertension, asthma, and low rates of COPD.

Appropriate use of health services was explored. It was highlighted that Tamils have a tendency to go to A+E inappropriately.

The reason they gave for this was patients find it difficult to communicate their wishes to the out of hours services and it is easier to go to A+E.

We discussed the use of 111 walk-in centres and the telephone consultations that are given daily from the surgery.

Some of the patient representatives knew about the telephone appointment service. 5 patients knew and 6 patients did not know. The doctor clearly explained how the telephone service works and how Out of Hours works.

Referrals were mentioned and how efficiently this is done at Alexandra surgery. 3 patient representatives endorsed the efficiency of the referral service at Alexandra Surgery. 2 of them knew the name Allison who is our NHS referral navigator.

There were a few suggestions from the patient representatives:

1. Yoga classes – to promote Yoga classes, conducted in the Tamil community centre.
Mathi – Tamil health officer also works at the Tamil community centre
2. Demonstration of preparation of healthy food – 2 ladies volunteered to lead on this and suggested we have a larger gathering of families, especially mothers to teach them about healthy eating and how to prepare healthy meals.
3. To have a website for healthcare for Tamils – Dr Siva said he has already created a website called Tamil health.net, this is not active at the moment because he is busy.

The doctors and staff thanked everyone for their attendance and contribution.