

THE NORTH LONDON HEALTH CENTRE
PATIENT PARTICIPATION GROUP MEETING
HELD ON MONDAY 27th March 2017 at 12.30pm

Surgery Representatives:

Dr Howard Daitz
Dr David Mass
Dr Zoe GB-Dumaka
Iman Habib (Practice Manager)
Lynda Michael (Secretary)

Patients:

Ms JB (In the Chair)
Mr FM
Mr AC
Mr EG
Ms SB
Ms VO
Mr AC
Ms MC
Ms BW

Chairman's Welcome and Introductions

JB welcomed those attending.

Minutes of the Last Meeting and Matters Arising

The minutes of the last PPG meeting on 19th September were noted. There were no matters arising not on the agenda.

JB: On-line Access. CQC and Community Outreach and Well-being to be discussed.

JB brought up the subject of an Atrial Fibrillation machine that was discussed at the previous PPG meeting and whether the Group had any ideas regarding funding. It was agreed to carry this forward.

3. Practice Development Plans

- (a) Dr Daitz thanked all at the meeting for attending including new participants. He thanked the patients for their time and support. Dr Daitz informed the Group that the Practice had continued to achieve its Targets including good results from the on-going Friends and Family Test. Routine appointments waiting time at the surgery are less than other surgeries with opportunities for same day appointments for urgent cases.

- (b) As regards plans/suggestions for the next year including suggestions from the latest Practice annual survey the meeting discussed the organisation and decoration of Reception Waiting Area to make it more comfortable and easier to display relevant information from the NHS/Practice.

The display of information/leaflets for patients was discussed and how best to display, what patients do/do not notice and what patients would like to see, including the focus on particular subjects on a weekly/monthly basis.

Iman informed the meeting that there is certain information that has to be displayed: CQC results and Healthwatch posters.

Action: Review/redecorate the surgery Reception area and more effectively display relevant leaflets/practice information taking input from the PPG Chair.

- (c) Clinical items: The Practice is going to increase Doctors and Nurse sessions and is actively looking to employ another Nurse with a view to train in-house to become a Practice Nurse on the same pay scale as local hospitals. The surgery has advertised but not received many responses.

Recruiting more Doctors is already in process along with an increased number of sessions. However the surgery is facing barriers as all rooms are being used to full capacity and cannot extend any more than current layout.

- (d) The surgery is continuing to take on new patients and cannot stop people registering. The current total is just under 8k patients but out of area patients are advised that the Practice is unable to offer home visits. The UK NHS guidance is to have a max 2000 patients per full time Doctor.

The subject of GP surgeries opening weekends was raised. Dr Daitz explained that different Doctors in the area have grouped together and provide a weekend service at three hubs in the Enfield CCG area which is being widely advertised. There are a limited number of appointments.

4. 2016 Annual Patient Survey

Iman advised the surgery has had 110 responses. The overall results were very good with 75% of respondents happy to recommend the surgery to family and friends. Key results include:

- Patient survey carried out – age group: 25-59 year olds
- Most patients are happy with opening times
- Reception area: Generally happy, although sometimes crowded when all Doctors are in
- Telephone Consultations: Not all patients aware of this service
- Most patients book appointments via the telephone
- The surgery would like to increase patients booking appointments on-line
- The surgery showed that 50% of patients do not use on-line services and it is not clear why
- Reception staff: 86% of patients happy
- Talks on health topics include Arthritis, Health Topics: Diabetes, Diet Nutrition

Iman went on to thank JB for her continued help especially regarding the Patients' Survey.

Actions:

IH/JB: Survey Results on website – Pie charts.

Information for patients to get people comfortable with using on-line services eg for bookings, on-line repeat prescriptions and using text message to remind of appointments.

Explore further use of the Practice website for information eg managing chronic conditions.

DM: Patients with chronic conditions – Repeat Bloods.

It was suggested patients to have their own book to monitor levels.

DrD: Patients with diabetes: System already in place to remind patients re bloods.

IH: My GP App discussed.

PPG: To spend time in the waiting room to hand out the leaflets on on-line access and advise on registration for this service. Demonstrations can be set up at Ruth Winston House to enable people to register for on-line services.

As regards Do Not Attends, the meeting discussed Reminders for patients' appointments etc and that it would be more beneficial if patients took more responsibility.

JB: **Action:** Explore options to remind patients of cancelling and re-arranging appointments.

5. Patient and Public Engagement including recent CCG and PPG Network Meetings

Talks on different health and well-being topics will be explored using rooms at Ruth Winston House and connecting with the Enfield LA/CCG the potential for talks under the priority topics within their Health and Well-Being strategy.

JB: Feedback the key issues at the last Enfield Clinical Commissioning Group meeting and the Enfield CCG PPG Network meeting. The CCG is still in deficit. There is increasing activity across the 5 CCGs that form the North Central London partnership which also runs the developing Strategic Transformation Plan.

The Enfield CCG is currently consulting on a programme called Adherence to Evidence Based Medicine (information re conditions etc available on their website). This runs to the 30th June 2017. This strategy along with reviewing items no longer to be available on prescription is intended to assist the current financial position.

Dr M: Raised the issue of medicines etc that can be bought over the counter rather than having a 'free' prescription. Pharmacies are being encouraged to support people using over the counter medicines.

There also needs to be wider understanding of the Minor Ailments scheme and using posters to pinpoint the role of pharmacies to help free up GP surgery time.

Early diagnosis of dementia is also being addressed across the CCG and LA Social Care with the aim also of working with community organisations to support dementia friendly communities.

6. Conclusions

JB thanked the Practice and PPG members for attending the meeting. IH advised that an email is now set up for PPG Members only to provide on-going information and seek PPG involvement in the topics raised at the meeting.

The next PPG meeting will be arranged for early September.