

**THE NORTH LONDON HEALTH CENTRE**  
**PATIENT PARTICIPATION GROUP MEETING**  
**HELD ON MONDAY 19<sup>th</sup> SEPTEMBER 2016 at 12.30pm**

**Surgery Representatives:**

**Dr Howard Daitz**  
**Dr David Mass**  
**Dr Samar Kamal – GP Registrar**  
**Dr Jessie Ke – FY2**  
**Dr Hashviniya Sekar – FY2**  
**Iman Habib (Practice Manager)**  
**Lynda Michael (Secretary)**

**Patients:**

**Ms JB (In the Chair)**  
**Mr FM**  
**Mr AC**  
**Mr EG**  
**Ms BW**  
**Ms WM**

**1. Chairman's Welcome and Introductions**

JB welcomed those attending.

**2. Minutes of the Last Meeting and Matters Arising**

The minutes of the last PPG meeting on 18<sup>th</sup> April were noted. There were no matters arising not on the agenda.

**3. Practice Development Plans**

(a) **CQC Inspection**

Dr Daitz informed the group of the surgery's CQC (Care Quality Commission) visit/inspection. All staff worked extremely hard in preparation of the meeting. Dr Daitz briefly explained the purpose of the meeting and what it entails.

Dr Daitz explained the Result/outcome now received which was very good. There were two areas for action:

(1) The carrying of prescription pads and recording of prescriptions by the Doctors: The Policy was explained.

(2) All staff to have annual Fire Drill Training.

**Action:** To implement (1) and (2).

(b) **Friends & Family Test (FFT)**

The latest survey results were very good with approximately 90-95% of responses stating they would recommend the surgery to others. The process of obtaining the feedback from patients was explained. 50 patients each month are asked via a text message about the service received once they had had an appointment. Both the CQC and CQRS (Calculating Quality Reporting Service) are informed of the results.

The surgery also constructs an Annual Survey which has been getting good results. Currently the NLHC has nearly 8,000 patients with 7 Doctors.

#### (c) **Continuing Practice Development Plans**

Installation is planned for replacement wall-mounted sinks in all of the Doctors' consulting rooms. Three sinks so far have been installed.

**Action:** Four sinks to be fitted next year, 2017.

#### (d) **Dealing with Problems**

AC queried a recent blood test experience and having to repeat the test.

Both Dr Daitz and Dr Mass explained the process/system of distributing the samples to the Labs and the repeating of samples if, for example, it is a 'spoiled' sample or lost in transit. There is an estimated 1 in 100 lost or spoilt. Dr Daitz advised that would raise this with the relevant hospital/CCG/HCA if this happens in future.

#### 4. **Promoting Patient On-line Access**

Currently about 30% of the surgery's patients are using this system.

To Register: The patient will need to bring ID (ie passport, driving licence) to the surgery and once registered the patient is given their own password.

FM explained the benefits of using the On-line Access either via a PC at home or at the Library. FM advised of its uses:

- (1) Making own future appointments
- (2) Ordering repeat prescriptions
- (3) Viewing own records including medications, test results, letters.

FM advised of the advantages of obtaining this information on a smartphone when abroad and in need of medical information.

The meeting agreed that for many, particularly older patients, they may lack the IT facilities or confidence to get registered/go on-line. Sessions to demonstrate the process of getting and using the on-line facilities once an initial leaflet is produced will be held eg at the NLHC, The Ruth Winston Centre and possibly the local library where there are Computer Buddies.

**Action:** Information Leaflet in production (FM).  
To provide the above information on the surgery's website (IH).  
To arrange demonstrations (IH/JB).

#### 5. **Community Outreach : Health & Wellbeing**

JB introduced a leaflet developed by the Palmers Green Festival in partnership with the Ruth Winston Centre linked to the Festival Community Friendship Zone which brought together a number of local community groups on the theme of Community Health and Well Being Wheel.

About 80 people put their views at the Festival and signed up to be kept in touch which resulted in a pie chart of outcome. The meeting thought these were a very good idea and a good way of getting information across.

Follow up activities will be organised on the different dimensions of Community Health and Wellbeing with relevant local groups, PPGs/Surgeries, Pharmacies etc. Dr Datiz commented that his talks at Ruth Winston House turned out very well and was happy to help further.

There could be different sessions aimed at different groups eg Baskervilles Tea Shop for mothers with children on the mental health of young people which is a currently a major concern to the NHS/CCGs. Other groups could include care homes locally etc

**Action:** JB to develop proposals for discussion with relevant parties. This will include getting more copies of a PPG information leaflet produced by the CCG for the Festival to put in the waiting rooms which will encourage patients to get involved.

#### **6. Feedback from the Enfield Clinical Commissioning Group Patient Participation Network Meeting**

JB and FM were at the last meeting held on 6<sup>th</sup> September. The Enfield CCG is one of a number of CCGs with a long standing deficit and is facing major challenges. The North Central London CCG group has been formed and is currently consulting on a Strategic Transformation Plan which will involve merging some services and facilities to save funds. There is a growing problem as regards ageing population and cuts in local authority budgets eg social care which is leading to extra demand on hospital services.

#### **7. AOB/Date of Next Meeting**

Dr Mass presented the possibility of having an Atrial Fibrillation Heart Monitor available at the surgery. Dr Mass suggested looking into possibly of obtaining one and maybe this is something the PPG could help fundraise.

**Action:** PPG to consider options.

IH mentioned that there had been a break in on the 1<sup>st</sup> Floor which resulted in a hard drive being stolen. However the personal data on it was encrypted so that there should be no risk of it being accessed. The Practice Server has copies of the relevant data.

A date for the next meeting will be circulated.

**Action:** JB/IH

End of Meeting