

THE NORTH LONDON HEALTH CENTRE
PPG - PATIENT PARTICIPATION GROUP
MEETING HELD ON MONDAY 14th May 2018

Surgery Representatives:

Dr Howard Daitz
Dr Olayinka Akin-Deko
Iman Habib (Practice Manager)
Elizabeth Saunders (Reception)
Lynda Michael (Secretary)

Patients:

Ms JB (In the Chair)
Mr FM
Ms BW
Ms MC
Ms VO (part of meeting)

Apologies: Dr Mass

1. Chairman's Welcome and Introductions

JB welcomed those attending.

2. Minutes of the last meeting on 16th October 2017 discussed and matters arising not on the Agenda including Patient On-line Access.

The minutes were agreed.

- (a) Patients are encouraged to use On-line Access for booking appointments and repeat prescriptions. The number of patients joining on-line has increased and now totals approximately 38%. With the exception of 'Book on the Day Appointments', future appointments can be made on-line, these appointments are the same that are offered when booking via the telephone or going to the surgery.
- (b) My GP App was briefly discussed. This is an App created by iPlato our text messaging service website. Patients can book appointments through this App.
- (c) Patients not attending their appointments without cancelling was again discussed. The amount of patients not attending is still high approx 1000 appointments in the last 12 months.

(d) Impact of Closure of Old Park Road Surgery

The closure and the vast amount of people registering with The North London Health Centre has been adversely affected by the difficulty in obtaining patients full records. Delays have occurred which the Practice has been advised the NHS is trying to sort out. The CCG has made aware that there was a problem with the NHS Spine system.

Patients from Old Park Road Surgery wishing to register with The North London Health Centre include patients living in close proximity of the surgery especially the elderly.

3. Practice Development Plans

Dr Daitz advised the group that The North London Health Centre has already taken on a part-time Doctor and another Practice Nurse and in addition a new Doctor will be starting on 1st June and two further Receptionists will be added to the team.

A new Registrar may join the surgery and the surgery is awaiting confirmation from Health Education England.

Dr Daitz spoke of the challenge of coping with population growth/size and ageing profile resulting in the need to take on more staff. The surgery will be keeping a close watch on this.

Dr Daitz announced that the surgery's Practice Manager, Iman Habib will be leaving the surgery. Dr Daitz advised that Havva Yalchin and Elizabeth Saunders will be taking over as Practice Managers. They will be having in-house training and where necessary courses to help with the transition.

Dr Daitz was asked the total number of hours worked by Doctors equivalent to how many medical clinicians which Dr Daitz said was difficult to say. He briefly went through number of patients/Doctors and estimated equivalent to approximately 6 full-time Doctors.

Dr Daitz advised that the Reception area and hallway has been fitted with new flooring which is CQC approved. Dr Mass has had a new sink unit installed in his consulting room.

There are no further plans to develop for now.

4. TNLHC Annual Patient Survey

The Friends and Family Test results are generally very good. Iman explained the Friends and Family survey and NHS Choices database on which patients can leave comments which will be responded to on-line by the Practice.

No further TNLHC surveys are planned for this year

5. Helping Patients make right choices

The Group discussed patients attending appointments to see a Doctor unnecessarily as quite often the patient's problem could have been dealt with by a Pharmacist. The Group felt that more information to patients is required making patients aware of what is on offer to them.

JB advised the Group that she attended a Launch by the London Borough of Enfield (LBE) of different services available to Enfield residents. JB summarised the various services. Leaflets will be produced to put in Reception. **Action JB**

Sessions eg by PPG volunteers could then be held at the surgery to advise of what is available and hand out leaflets.

On 7th June at 6pm at the Palmers Green Library a session has been advertised in the Palmers Green Community Network to let people know about PPGs and

encourage them to join. On 22nd June the London Borough of Enfield Older Persons Partnership Board is organising an event at the Dugdale Centre focusing upon older isolated people.

The significant percentage of elderly patients registered with and visiting the surgery was discussed. The surgery found the younger Doctors see younger patients and the older Doctors see more mature patients.

JB suggested that talks could be arranged eg at the Ruth Winston Community Centre focusing on the over 50s to inform them of alternative options to making appointments to see a GP. Dr Daitz will be very happy to do.

6. Silver Book

Previously discussed and introduced by Dr Mass. The introduction of a personal book for the Elderly which will hold useful information including medical information, checks, vaccinations, medications etc for both the individual or their carer/relative to use.

7. Community Outreach on Health and well-being

JB outlined the various groups organised by the Enfield Clinical Commissioning Group. The next PPG Network meeting is on Monday 4th June at 1pm at the Dugdale Centre. The CCG Patient and Public Engagement meeting will be on Thursday 5th July.

8. AOB / Date of Next Meeting.

(a) Telephone Consultations / Triaging.

FM queried examples of calls made to the surgery as to how dealt with and whether there exists any other method to request advice re a medical issue. At the moment the surgery only has telephone consultations in place which have proven to be successful.

Dr Daitz advised that comments made by patients on on-line prescriptions (free-text) regarding the prescription are looked at by the Doctor as part of the authorisation of on-line repeat prescriptions.

More availability of Doctors telephone triaging was discussed and Dr Daitz advised would certainly look into.

(b) Next Patient Participation Group Meeting

The Group discussed how to encourage more patients to join and to possibly hold a talk to advise what the meeting entails. The next meeting will be September/October.