

The Muswell Hill Practice, Patient Participation group 7-8:30pm Minutes of 21.11.2016

Attendees

Dr Peter Christian, Senior Partner (PC), Natalie Ker Watson, Practice Manager (NKW) and 14 patients. Apologies received from 13 patients.

1. Welcome

A warm welcome was extended to all members of the group on this dark and wet evening and thanks for their attendance tonight.

2. Our new pharmacist

Helen Ghebrezadik our recently started pharmacist at the practice came to introduce herself. She is part of a new NHS pilot. A clinical pharmacist by background and spent the last 5 years at the Whittington Hospital in a variety of specialities. She is currently on a prescribing course which lasts 6 months. She is actively calling patients on multiple drugs, 'poly pharmacy', in for review. She can help with the following;

- Long term conditions – for example high blood pressure – we could discuss the medicines you are taking to make sure they are working for you
- After a stay in hospital – if your medicines have changed I can help explain the rationale and help you get the maximum benefit from such changes
- Reviewing your medicines – ideally all patients on long-term medicines should have yearly reviews, health checks can also be carried out at the same time
- Experiencing side effects – if you are experiencing side effects we can discuss what the best options would be such as dose adjustments or switching to another medication
- General medication enquiries – if you have any queries regarding the use of a specific medicine, side effects, interactions, planning to get pregnant/breastfeed and have any concerns

Patient gave the suggestions to increase awareness of her role as an email 'newsflash, a poster in the waiting room and on the website.

3. Updates from developments in Primary Care in North Central London (NCL)

The Sustainability and Transformation Plan has been published. It's strategic so doesn't include lots of detail. It's about how local services will evolve and become sustainable over the next five years. Lots of different agencies have been involved. If the plan is approved for NCL it will release funding of c£150 million. It's about themes of prevention, care closer to home, mental health achieving the best start in life, urgent and emergency care, planned care, cancer, social care, bringing service together, workforce and digital and estates.

NCL has received c£10 million for Haringey to create 3 new practices in the East of the borough in Tottenham Hale, Wood Green and Green Lanes.

4. Updates from The Muswell Hill Practice

The Muswell Hill Library consultation has closed and the council are now deciding on the building.

A patient who is also an artist requested to put up her art in the waiting room for sale with a % profit to the practice. All agreed this would be ok as long as it was clearly labelled and to rotate with others who may also want to do it.

Last Friday there were 57 calls to the morning duty doctor. There were two doctors on. Of all the calls, 10 people were seen, the others could be dealt with on the phone. Spoke about times when a duty doctor calls and the number is engaged or not answered and how this is difficult. Some people expressed amazement at that. General discussion about how to raise awareness of when people need a face to face appointment and when a telephone call would suffice.

We reviewed the number of calls held in the queue (15) and agreed for that to continue. NKW has added a voice message that the 16th caller hears. Comments from patients about how quickly you get to number 1 when waiting.

5. Feedback received

<http://www.nhs.uk/Services/GP/ReviewsAndRatings/DefaultView.aspx?id=43343> We requested on our autumn newsletter people to post to NHS choices and have since had a nice run of comments. There were some anonymous comments with criticisms which we have responded to. We are happy to deal with any concerns people have but can only do if people identify themselves.

6. Items from patients

- Mr Sklavounos is attending a Healthwatch meeting tomorrow. Mr Roots also going to go. Decided anyone can attend, and will have a section at the next meeting for feeding back.
- Ms Wells posed a question in advance of the meeting but was unable to attend. Interested in the issue of privacy when coming to reception for results etc. Aware of our constraints in terms of the building. Receptionists are taught to keep information confidential and do an annual information governance module. When informing a patient of results, do not say the name of the patient over the phone.
- General discussion about the integration and overlaps of health and social care.
- Question regarding the local viability of pharmacists, which has been in the press. No news here locally.
- Question about where to go for warts? Dr Karen Benson in Crouch Hall Road is a GP with special interest and can do this for a fee, lower than private consultation.
- Question regarding health visitors. PC said there were some problems with recruitment at the Whittington but they did a big drive on this.

All were thanked for their attendance. Meeting ended at 20:30.