

The Muswell Hill Practice

Patient Participation Group (PPG) Meeting 08/2/2022

19:15-20:15

Present: Dr Amanda Sutton, Natalie Ker Watson (Practice Manager) and 19 patients.

No.	Agenda item
1	<p data-bbox="300 573 671 607">Welcome and introductions</p> <p data-bbox="300 651 1225 685">Thanks were given to all who joined for the remote meeting on Teams.</p>
2	<p data-bbox="300 730 523 763">Practice updates</p> <p data-bbox="300 808 1409 887">Staff updates – Dr Victoria Beasley will be joining us at the start of April to replace Dr Marita Koumettou who left at the end of January.</p> <p data-bbox="300 931 1422 1189">We discussed our current appointment system and the reasons why we have GP face to face appointments mainly bookable only on the day with telephone and video consultations able to be booked in advance and on the day. This has reduced the number of patients who do not turn up for appointments, it ensures those who come for appointments to see the GP are not suffering from covid symptoms and gives us flexibility and ease at changing appointments should a staff member be off or have to work remotely.</p> <p data-bbox="300 1234 1406 1312">This system is not the same for nurses or our health care assistants where they have advanced face to face appointments available.</p> <p data-bbox="300 1357 1433 1458">Positive feedback was given by patients about the current appointment system. Some had used it recently and had found the system easy to navigate and able to get the doctor of their choice.</p>
3	<p data-bbox="300 1509 528 1543">Building updates</p> <p data-bbox="300 1588 1393 1700">We continue to visit every fortnight to check on progress and have a fortnightly meeting with all the relevant stakeholders – Council, Clinical Commissioning Group, NHS England, the developers and quantity surveyors.</p> <p data-bbox="300 1744 1027 1778">We are using our Instagram account to upload pictures.</p> <p data-bbox="300 1823 1377 1901">Frequently asked questions document on the website – thank you to the PPG who contributed towards this.</p> <p data-bbox="300 1946 1329 2013">Patient engagement survey going out this week. Discussed how to promote it. Website</p>

Ability for a patient to call someone to fill it in on behalf of them
Paper copies
Email.

Timeframe looking like around May but date not confirmed. Will know nearer the time.

Questions from patients.

Will you be expanding the catchment area?

No plans to do that but we think we may naturally grow as people are attracted to being registered with us.

Easy drop off for walking wounded?

Yes and 1 disabled space.

How is it financed?

NHS England Estate and Transformational funding – specifically to develop the building. The partnership are funding the fit out and legal costs.

Thanks was given to two members of the group who promoted the children’s art competition! These have now been received and shortlisting in progress.

4

Complaints review

In the year 2020-2021 there were 12 complaints, age ranges from 27 – 74 all from the patients themselves. 8 to do with clinical matters, 3 to do with administration matters, 1 to do with reception. 7 were upheld and 5 not upheld.

A couple of examples of the complaints that were upheld were given to the group.

We did have a freedom of information request about the number of complaints we had in the last 10 years and the figures are below.

Year	Number	Upheld	Partially upheld	Not upheld
2011-2012	18	6	0	12
2012-2013	19	6	4	9
2013-2014	4	1	1	2
2014-2015	5	2	1	2
2015-2016	6	3	0	3
2016-2017	8	4	0	4
2017-2018	9	2	2	5
2018-2019	5	4	0	1
2019-2020	4	3	0	1
2020-2021	12	7	0	5

8	<p>AOB</p> <p>A patient asked about a potential move to referring to community pharmacists? This is a Londonwide scheme and similar to the minor ailments scheme that was introduced some years ago. Where if a patient calls the practice for something which can be dealt with by a pharmacy then they can be directed there.</p> <p>A patient asked about a practice in haringey which is now owned by a private American company.</p> <p>Dr Sutton confirmed there are no plans for this. That the partnership is very strong and we are involved in a local Primary Care Network which is also strong so there are no prospects of this!</p> <p>Thanks were given to everyone for their attendance and contributions tonight.</p>
9	<p>Date of next meeting</p> <p>Probably in April time before our move.</p>