

**Patient Participation Group  
Minutes of 23.06.2020**

**Staff Attended:** Dr Peter Christian (PC) – Senior Partner  
Dr Neil Manttan (NM) – Senior Partner  
Dr Amanda Sutton (AS) – Senior Partner  
Siobhan Moriarty (SM) – Locum Practice Manager

**Attendees:** 8 Patients

**Agenda Item 1: Welcome**

SM introduced herself as the Locum Practice Manager and started the evening by thanking all those present for taking their time out to come to the meeting. SM explained that as this is the first virtual meeting to be held and all partners have joined the meeting.

**Agenda Item 2: What's been happening in the practice since the last meeting?**

AS informed the group that after 32 years Dr Tim Gerrard has now retired from the practice. AS explained that Dr Gerrard was unwell before he was due to retire, however he is now fully recovered and very busy volunteering and helping with the recovery effort. Unfortunately, the practice was unable to give Dr Gerrard a proper send off, the practice will once we are able to do so. The practice has now recruited and welcomed a new partner to the practice, Dr Natasha Smeaton. Dr Smeaton previously worked at the James Wigg Practice; she has trained at the Highgate Group Practice and is local to the area. She is a very experienced doctor and trainer, brings a lot of expertise which will be very helpful in regards to the future developments of the practice. Dr Gerrard's entire patient list has been transferred to Dr Smeaton and they have all been informed of their new allocated GP.

**Agenda Item 3: What's been happening outside the practice NCL?**

PC briefed the PPG group on the challenges faced in the North Central London. PC explained that the many of the hospital have performed well and have managed the high demand during the crisis.

Despite coinciding the Covid Pandemic, the merging of the five borough based CCGs has now gone ahead to create the NCL CCG.

The closer working relationship between the NHS and the local authorities is continuing in the form of the Haringey Borough Partnership which brings together all the local hospitals, clinical reps from the CCG and the voluntary sector for ongoing discussions and this is overseen by the Haringey Health and Well-being board.

**Agenda Item 4: COVID, the on-going story**

NM discussed the impact the COVID crisis has had on the practice and what measure were taken to help protect staff and patients. Immediate action taken was by locking the front door at the surgery to reduce footfall and access. The practice is currently looking at putting glass screens up in the reception area to protect the staff and be cautious. NS explained the practice had to adapt the appointment system by taking away the book on the day appointments, as it felt we had to manage things on an urgent basis, thus dealing with most things on the day. Practice has adapted the IT from telephone calls to video calls. NS explained the introduction of the hot hubs in Hornsey and Bounds Green, where patients with suspected COVID are sent to be assessed to try and keep infection away from practices. The borough is now moving to a more specific home visiting service so patients can be seen at home.

Trusts have a huge backlog due to the crisis, for example routine outpatient appointments have been either cancelled or dealt with very quickly on the phone, it is anticipated that a huge backlog of work will come from

## The Muswell Hill Practice

hospitals. A new referral service is being introduced to help manage the influx of referrals and this will be introduced in the next week.

All patients are urged to download the COVID app, which has the track and trace which feeds a lot of information into the research into COVID.

### **Agenda Item 5: eConsult - discussion and feedback**

SM introduced to the group a new service called eConsult. An online platform has already been discussed in a previous PPG meeting and SM explained that this service is replacing the original platform which was Doctorlink. eConsult is an online service that the practice had to adopt overnight and roll out in the practice as per NHSE. SM explained that eConsult enables us to offer online consultations to our patients. It allows patients to submit their symptoms or requests to their own GP electronically, and offers around the clock NHS self-help information, signposting to services, and a symptom checker. It is seen as alternative way of accessing the practice during the pandemic as many patients only route to contact the practice is via the telephone, and so eConsult is another way of contacting the practice instead of waiting in the queue on the telephone lines. SM explained that the practice does recognise that not all patients are confident using online services, or may not have access to the internet. Patients can continue to telephone the surgery in the same way they always have. Reception will also be able to access eConsult lite and complete this version of the report for any patient that cannot access the internet.

### **Agenda Item 6: A new building for the practice**

NS briefed the group on the possibility of the practice moving to a new building. The practice was very close to moving into the premises at number 54 Muswell Hill, merging with two other practices. Unfortunately, the move fell through due to the premises being too small. NS explained that now the two other practices are building a new site onto their existing site, meaning that they are no longer in the equation and leaving MHP moving into the premises. Currently, a business plan is being put together and the partners have assigned architects to draw up designs for the new building. The partners are keen for the PPGs input into the building and NS asked whether anyone would be interested in taking part in discussions.

### **Agenda Item 7: Future PPG meetings**

SM asked whether anyone in the group would like the opportunity to chair the meeting moving forward or take minutes. PPG said they were happy for SM to continue to chair and minute take. The group did discuss attracting new members to the group and making the PPG more diverse. One suggestion is to hold part of the meeting in the waiting room and also online so more people can attend.

### **Any Other Business.**

PPG member wanted to everyone in the group to be aware that next week there will be celebrations marking the NHS birthday.