

# The Muswell Hill Practice

## Patient Participation Group Meeting 21/4/2021

Present: Dr Amanda Sutton, Dr Neil Manttan & Dr Natasha Smeaton, Natalie Ker Watson (Practice Manager) and nine patients.

No.	Agenda item
1	<b>Welcome and introductions</b>
2	<b>Staff updates</b> Dr Natasha Smeaton has been with us since August 2021 as the new partner to The Muswell Hill Practice.  Our nurse Nivetthy will be back from maternity leave next month.
3	<b>Appointment system</b> We've been using E-consult on our website and will be moving to Patient Triage which is just a different platform. It's for online consultations for simple problems that can be dealt with electronically.  Lorraine said she used e-consult and initially found the questions long and repetitive but the outcome was good.  We will be looking to reintroduce advanced telephone appointments. We may not go back to the old system but cherry pick the bits of the appointment system that work really well.  Elizabeth asked via email "can we have virtual video appointments if we want to show something to a doctor?" Yes there is the facility for this. It's the same system as the text messaging system where people can send in pictures when requested to by the doctor to be viewed.
4	<b>COVID</b> It's been an extraordinary year. Our staff have been amazing. There have been a huge number of changes brought in without us having a say, for example we had to stop advance appointments and locking the door. We've been open throughout, via telephone triage. The speed of change has been quite remarkable and digital solutions have been made available for more quickly than they would have been.  We are now experiencing a very high demand for consultations. Resources for hospitals are not quite back to where they were.  COVID-19 is still around and we still need to be careful to protect our patients and our staff to make sure we don't bring infection in.

	<p>We've had a lot of people worried about side effects of the vaccine. We've had excellent uptake. Lucy asked what the uptake was for the practice? We're nearly 90% of those over 65 and clinically vulnerable who have been vaccinated. Over in the east of the borough it is less than this.</p> <p>Richard asked what the priority for addressing any backlog is? Priority on cervical smears and childhood immunisations.</p> <p>We have continued to refer to hospitals. There is a referral management system. All referrals go to a central triage service which is led by senior clinicians that screen the referrals and triage, for example bounce back to GPs if more tests are needed first or if it could be managed differently. This may be implemented across the borough in the coming months.</p> <p>Advice and guidance system has been made more robust, so GPs can ask a consultant which is answered in 24 hours and they can convert that to a more speedier referral for the more</p>
5	<p><b>Building</b></p> <p>Dimitri asked are there any developments re new premises for the Practice We are tentatively excited to report that we may get approval for funding for a new building. We'll know by the end of the month. It will be 54 Muswell Hill which is three times the size of the current practice. Ground floor consultation space. Upstairs for virtual consultation space. Award winning architects have designed it. Lucy asked if this building would be just for us? Yes. Rutland House and Queens Avenue are merging and staying in their premises.</p>
6	<p><b>Integrated Care System</b></p> <p>Dimitri and Lucy asked as a broader, more general item, how is the Integrated Care System (ICS) working?</p> <p>It is happening now and evolving. We have a Primary Care Network, where a group of practices (for us it's Rutland, Queens Avenue and Highgate Group Practice) who act as an employer to create a team of people who can work across the 4 practices. Our pharmacists are part of that and our care navigator Diane Doody is too. A mental health worker is next on the agenda.</p> <p>Lucy wondered if there was an element of cost cutting here, e.g. one mental health worker across 4 practices? This is a new role which shouldn't be replacing what is already available in Mental Health provision in Haringey.</p> <p>Each PCN has a clinical director (ours is Dr Neil Manttan) and he sits on the board of the federation in Haringey, as do the other clinical directors from around the borough. A Haringey wide voice for Primary Care.</p>

7	<p><b>Private Vs Public</b></p> <p>Lucy asked about the take-over of many Group Practices (including St. Anns in Haringey) by the American Company Centene, and its implications for The Muswell Hill Practice and where our practice stands about it?</p> <p>There are various contracts that GPs have. An aPMS contract is for a shorter specific time usually and these contracts go out to tender. AT Medics won many contracts and have now been sold to an American Company. The Haringey Federation did bid for Staunton Group Practice in the tendering process but were unsuccessful.</p> <p>It doesn't fit with our ethics of how the health system should work. There is no risk to us. We have a PMS contract.</p> <p>Gordon asked if any of the professional bodies are talking about this? Dr Amanda Sutton said she is a member of the RCGP and there are many discussions about this.</p>
8	<p><b>AOB</b></p> <p>It makes a big difference to the staff when we get positive feedback. If you have had a good experience, please do leave feedback on google reviews or the NHS website.</p> <p>Thanks were given to everyone for their attendance and contributions tonight.</p>