

# The Muswell Hill Practice, Patient Participation group 7:30-8:45pm

## Minutes of 10.10.2017

### Attendees

Dr Peter Christian, Senior Partner (PC), Natalie Ker Watson, Practice Manager (NKW) and 14 patients. Apologies received from 7 patients.

### 1. Welcome

Welcome to everyone this evening and thanks given for their attendance tonight.

### 2. Updates from the Muswell Hill Practice

#### Patient Online Access & Electronic Prescription Service

We continue to promote Patient Online Access and are at 29% which is over the 20% NHS England target. It's advantageous to be registered here to check for any last minute appointments that have been put on or have been cancelled and are free to book.

We have 37% of people who have nominated a pharmacy for the electronic prescription service. This can be for acute or regular medication.

#### Feedback on the trial change for the appointment system

Last meeting we agreed to adapt the partner sessions to have fewer face to face and more telephone slots, knowing that many follow up appointments do not need a face to face appointment and phone calls don't need a clinical room so it helps with room organising. PC gave some feedback so far. 1 month into the trial. Will continue until the New Year. Most are booked up and booked appropriately, i.e. they don't need a physical examination.

Question about whether we'd use nurses to triage or a physician's assistant – no plans to do this.

#### Patient feedback received

<http://www.nhs.uk/Services/GP/ReviewsAndRatings/DefaultView.aspx?id=43343> We have received 10 new comments on this site since July, all positive. We don't get lots of friends and family feedback questionnaires completed. Comments that it's not in the best place in the waiting room but with the reception area being so tight with space it's difficult to put it elsewhere. Can check it is clear on our website how to fill it in online.

#### E-referrals

The NHS e-Referral Service replaced Choose and Book in 2015. It integrates with other IT systems (for example, GP Systems and Hospital Patient Administration Systems). We can refer to community services and see the waiting times for each hospital for that service. From December the plan in Haringey is for all referrals, including two week wait suspected cancer referrals to also use this system. We're wondering about how to pass this information on to patients who get referred as some doctors don't do the referral during the consultation and

then leave it at reception for it to be picked up. Would Online Patient Access work? Will ask how other practices do it to make it the most efficient way for all.

#### Flu Saturday 4/10

There is no pneumococcal vaccination due to a nationwide shortage. We have a high number of people booked in. NKW asked for any help on this day. Susanne will join us – thanks.

#### The building

It seems the Council have decided the library will stay a library. This is disappointing for us as we continue to grow and wonder what will happen to N10 patients if/when other practices close and/or the population in the area continues to grow, how will we manage from this building?

### **3. The wider environment – North London Partners in Health Care, which deliver the Sustainability and Transformational Plan**

<http://www.northlondonpartners.org.uk/>

West Haringey is looking at frailty for the care closer to home integrated network (CHIN) in particular those in care homes.

Patient Janet (not present at the meeting) wanted to alert you to a newsletter

<https://islingtonkeepournhpublic.org/north-central-london-stp-watch/> 'Public voices, public service' This was drawn up by local health campaigners to make up for the lack of consultation on the NCL STP.

Patient asked about an Enfield initiative re: adherence to evidence based medicine, with a worry that treatment may be rationed. PC said the PoLCE (procedures of limited clinical effectiveness) was being looked at to harmonise across all boroughs to focus the limited resources to those that are the most effective. They have the NICE guidelines to do this.

### **4. Any other business**

Following our CQC inspection, some feedback was about how to get patients who attend this group more involved in particular projects. Someone could chair this meeting, minute it, organise health promotion events, and represent patients to attend other meetings. If anyone has any interest, pass your name to reception to NKW.

PC and NKW were interviewed by Which magazine as they put together an article on how to get the best out of your GP practice – it's on our website.

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