

The Muswell Hill Practice, Patient Participation group 7-8:20pm Minutes of 21.06.2016

Attendees

Dr Peter Christian, Senior Partner (PC), Natalie Ker Watson, Practice Manager (NKW) and 14 patients. Apologies received from 10 patients.

1. Welcome

A warm welcome was extended to all members of the group and thanks for their attendance tonight.

2. Updates from the practice

- The name change on 1st April has gone smoothly. The new website was live from this date too. Received feedback from about 12 people via the email from our patient group. Seems to be well received. Will look to see if a link can be added on the website to Patient Access.
- Patient Access has extended now, so people can choose to see more parts of their medical record. They need to provide photographic ID and fill in a form to do so. The doctor then checks their record before access given. Patients commented about how this seemed like extra work for doctors to do. As patients will have access to their test results, we have a write up on the website about how the interpretation of test results is an art.
- We are creating a secure space behind the practice for notes storage. This is to cope with the increasing space notes are taking up with our c13,000 list size.
- The Saturday clinic, which has been running since December 2014, is ending this Saturday due to the end of the funding.
- Two patients asked about updates on our search for premises. We have submitted a bid for central funding. We are aware about the Muswell Hill Library site and the car park behind and that the consultation is going on at the moment. We have been in discussion with some other local practices.
- Last meeting we had a presentation from Abdul, the volunteer with us on the refugee doctor programme. He has a job as a Health Care Assistant now. We may be getting another refugee doctor on the same programme.

3. Feedback received

<http://www.nhs.uk/Services/GP/ReviewsAndRatings/DefaultView.aspx?id=43343> Three postings on NHS choices since our last meeting, two positive, one negative. We reply to all of them.

- The friends and family feedback was summarised. Majority say that they are extremely likely to recommend our services. There was one comment who said that the check in stated the doctor was running 11 minutes late but the wait was actually longer. NKW clarified that the machine is not exact, just gives an indication based on appointment time.
- The practice did an annual review of complaints and submitted to NHS England. Most about manner as opposed to clinical care.

4. The wider issues in Primary Care

- One patient asked about the Sustainability and Transformation Plan. It's about how local services will evolve and become sustainable over the next five years (efficiency savings basically). See some more information here

<https://www.england.nhs.uk/ourwork/futurenhs/deliver-forward-view/stp/> There isn't any patient engagement yet for these high level plans, nor practice level engagement.

- One patient asked about A&E at the North Middlesex hospital and what will happen. PC said that it sits in a sea of deprivation and ill health and is struggling but can't fail so more resources will probably be injected.
- PC spoke about the move towards people taking responsibility for their own health and wellbeing (e.g. eating well, exercising, reducing alcohol intake and stopping smoking) and the requirement for this in order for the NHS to continue as we know it. One patient commented on other issues outside of control like air pollution.

5. AOB's from patients

- Mrs Shapiro raised about the independent community pharmacists delivering a petition to number 10 about the threats to them by national online pharmacists, like Pharmacy2U. Patients can contribute should they wish. Our experience is that most of our patients use local pharmacies.
- One patient asked if an 80 year old was in good health, should she attend the GP for a check up. PC said annual blood pressure tests are always a good idea.
- Mr Sklavounos asked why the practice has a co.uk ending to the website. The previous one had the same, it's because it's not funded by the NHS.
- Mr Sklavounos attended a Healthwatch meeting. Asked if we should vote for who attends or anyone else interested? Patients agreed a vote was not necessary and whoever goes can feedback at our next meeting. NKW to find out when the next quarterly ones are and let the group know.