

The Muswell Hill Practice

Patient Participation Group (PPG) Meeting 23/05/2022 remote 19:00-20:00

Present: Dr Neil Manttan, Natalie Ker Watson (Practice Manager), Dr Josh Koor and 14 patients.

No.	Agenda item
1	<p>Welcome and introductions</p> <p>Thanks were given to all who joined for the remote meeting on Teams.</p>
2	<p>Practice updates</p> <p>Staff updates – Dr Victoria Beasley joined us in April as a 5 session a week doctor. Dr Anna Rosen is on maternity leave.</p> <p>Appointment system – we have been offering advanced face to face doctor appointments since the start of May. Since July last year, we have offered face to face doctor appointments that were bookable on the day only.</p> <p>Discussion was held about booking appointments on the app or website and for the option to still call reception or come in to book an appointment, which was confirmed.</p> <p>One patient who represents Hornsey Pensioner’s Group spoke about accessibility for those who do or do not use the NHS app and whether there can more information about the functions of the app.</p>
3	<p>Building updates</p> <p>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>We are using our Instagram account to upload pictures.</p> <p>Frequently asked questions document on the website – thank you to the PPG who contributed towards this.</p> <p>We received an amazing number of responses for our patient engagement survey – 1006! The most number NHSE had ever been aware of for a survey of this kind! Thanks to all who completed it. The resounding answers were supportive of the move. The questions asked were about access to the premises, disabled parking bay</p>

	<p>and whether there would be drop off facilities. There were also comments about how it will be sad to leave 1 Dukes Avenue after so long.</p> <p>There is a disabled parking bay in our new building parking and all consulting rooms and toilets for patients are on the ground floor so fully accessible. Patients who need to be dropped off in a car, should have the ability to do so. The main entrance to the building will be down Dukes Mews not Muswell Hill. We are engaging with the council regarding signage.</p> <p>The timeframe is looking like starting in the new building at the start to middle of August but we will confirm once we know.</p> <p>Discussion was had about the furniture in 1 Dukes Avenue which is being left behind. Most of the furniture has been brought new for the new building. Any ways to sell the old stuff welcome. Ideas around crowd funding, or drop in to pick up and donate? Patients spoke about how other venues, e.g. theatres have sold 'seats' where a name is put on there.</p> <p>We have an extended hours survey https://www.surveymonkey.co.uk/r/WPG5VTY All encourage to complete it please.</p> <p>Telephone appointments were viewed positively as face to face is not always needed and is better for workers.</p>
5	<p>Dr Josh Kovoov – the life of a Registrar</p> <p>Almost since inception, The Muswell Hill Practice has been a training practice. This marks our 40th year of doing so! 1982-2022. We have 4 trainers at the practice and usually 4-6 registrars.</p> <p>Dr Josh Kovoov is our ST3 registrar who will finish soon. He joined us to talk about what it is like to be a registrar, the support and teaching provided and the timetable of a registrar.</p>
6	<p>Agenda items from patients</p> <p>A question from a patient to query the process for managing prescription requests via app when doctors are absent. Doctors mark themselves out of office and then an administrator moves their lab reports and medicines management requests to another doctor.</p> <p>A representative from Healthwatch joined and spoke about a recent survey they had completed about patients accessing the services via the phone.</p>
8	<p>Date of next meeting</p> <p>To be confirmed.</p>