

Patient Participation Group (PPG) Meeting

21/11/2022 remote 19:15-20:15

Present: Dr Natasha Smeaton, Natalie Ker Watson (Practice Manager), and 11 patients.

No.	Agenda
1	<p>Welcome and introductions</p> <p>Thanks were given to all who joined for the remote meeting on Teams.</p>
2	<p>Building updates</p> <p>We moved into 54 Muswell Hill on 22nd August 2022. All enjoying the ground floor consulting rooms and the additional space it offers. All in all, it's been a great move. There are few building type problems; We should be getting cycle parking soon, there have been some issues with getting permission to getting them installed. We are aware the pavement on Dukes Mews is not suitable and many use the road to walk up to the practice. The council have been aware of this for a long time and we await what they are going to do about this. We're awaiting on a bin store. Lastly, there have been some leaks in the building and the council are in the process of patching these up.</p> <p>Thank you to Louise and Lorraine, members of the PPG, who helped for a couple of hours with moving some things!</p> <p>The children's art work (from the competition held at the start of the year) is up and looks good.</p> <p>Question from patients – are we getting a prescription box to put prescriptions or letters in to save having to wait in the queue?</p>
3	<p>Staff updates</p> <p>Claire Olivestone joined us at the end of last month as our new practice nurse. Nivetthy is on maternity leave and retuning in the summer.</p> <p>Marcia joined us today as a new receptionist. This is replacing an administrator who left and her 5 day a week role has been split into two and two receptionists are now doing it which has increased their skills and they are both enjoying it, alongside their reception work.</p> <p>Dr Tash Freeman has started as our doctor from Australia who will be with us for 3 months whilst she gets signed off to work in NHS England.</p>
4	<p>Appointment system</p> <p>Discussed a suggestion from Joyce, our lead receptionist, to release all on the day appointments at 8am, rather than 8am for morning and 2:30pm for afternoon. This is how it was pre-covid. Patients were very positive about this idea to stop duplication of calls and to allow planning of a day, particularly for working people. Question about how this can be promoted – answerphone message, website, Instagram and facebook.</p> <p>Question whether to keep a few afternoon on the day appointments for those that are not aware of the change?</p>

	<p>We will implement this change next week.</p> <p>One patient had issues with being the first in queue but waiting for 20 minutes and it not being answered. Natalie said that she knows this has happened a few times when a receptionist hasn't logged out properly and a call gets attached to their name. It can be manually changed if seen.</p> <p>One patient said she found the call back system very good, to keep your number in the queue but then get called back rather than waiting on the phone.</p> <p>Positive feedback from patients who attended our flu Saturdays – managed very well. Joyce took control of the queue enabling people to be seen very quickly.</p> <p>We have an extended hours survey https://www.surveymonkey.co.uk/r/WPG5VTY All encourage to complete it if not already.</p> <p>Dr Natasha Smeaton said about how we are offering Thursday evening and one Saturday a month appointments through the Primary Care Network we are in, at our practice. These can be booked in the normal way. There are still appointments at the weekend and Friday evening at the hubs which the federation manages.</p> <p>Natalie said she gets about one letter a month saying they don't like the hold music. It has been changed each time but it'll never be to everyone's taste. One patient said one letter a month is not something to worry about!</p>
	<p>Agenda items from patients</p> <p>Question about whether we will start ear irrigation now we have more space. Dr Natasha Smeaton said we wouldn't as there were questions over the safety of ear irrigation. Now borough wide it is micro suction that is used.</p> <p>Question for another time – about how the Integrated Care Network is going? It is still ongoing, not completely formed as it's such a big transformation.</p> <p>One patient sits on the Hornsey Pensioners group and had a meeting about identifying frail people. Wondered if any leaflets can be put in the surgery. We don't have leaflets but can easily add to the website.</p> <p>One request to explain any acronyms that are used – will do.</p> <p>Information about the Wood Green diagnostic centre to be published as it's quite new and people . https://www.whittington.nhs.uk/default.asp?c=43246</p> <p>Thanks given to everyone for their contributions.</p>
	<p>Date of next meeting Early part of 2023</p>