

# The Muswell Hill Practice

## Patient Participation Group (PPG) Meeting 01/03/2022

remote 19:15-20:15

Present: Dr Amanda Sutton, Natalie Ker Watson (Practice Manager), and 10 patients.

No.	Agenda item
1	<p><b>Welcome and introductions</b></p> <p>Thanks were given to all who joined for the remote meeting on Teams.</p>
2	<p><b>Staff updates</b></p> <p>Staff updates – Dr Tash Freeman has joined us last week as a 4 session a week doctor. Dr Anna Rosen returns from leave next week and will be working 6 sessions a week.</p>
3	<p><b>Building updates</b></p> <p>Dr Sutton reported that we've settled in really well into our new building and are loving the space.</p> <p>The freeholders to 54 Muswell Hill have consented to the patient cycle hoops which will be put outside the front door.</p> <p>We have had meetings with the council regarding the pavement access on Dukes Mews to the practice and proposals are being drawn up to how to make that more accessible.</p> <p>The freeholders are engaged with the council about rising bollards on each end of the entrances and also about getting a bin store.</p> <p>With extra space we have been able to accommodate external agencies like IAPT <a href="https://lets-talk-iapt.nhs.uk">Haringey - Let's Talk IAPT (lets-talk-iapt.nhs.uk)</a>, HAGA <a href="#">HAGA Offers Alcohol Support in Haringey and Barnet</a> and GamCare <a href="#">Home - GamCare - The leading provider of support for anyone affected by problem gambling in Great Britain</a></p>
4	<p><b>Appointment system</b></p> <p>Open agenda item asking patients about their experiences and also reviewing the decision made at the last meeting to release all on the day doctor appointments at 8am. This has gone well internally and we feel it manages the demand better.</p> <p>One patient has spoken to Natalie since the last meeting about not being happy that the afternoon on-the-day appointments are no longer released at 2:30pm.</p>

	<p>Advanced appointments can still be booked at any time.</p> <p>Dr Sutton said that the ethos of the practice has always been that those who urgently need an appointment on the day are always able to get one through the duty doctor system.</p> <p>Questions regarding call wait time and if that has been affected. Dr Sutton said she hears patients who say they are the 40+ caller in the queue but they come to number 1 in good time.</p> <p>Each morning the managers look at number of calls coming through, the call wait time, how many are abandoned and how many people are answering the phone.</p> <p>Appointments are also released online at the same time at 8am so people can choose to book online rather than waiting on the phone. If they call, the option to get a call back is there and does work.</p> <p>There are planned junior doctor strikes on 13-15<sup>th</sup> March. All appointments that week are book on the day. We discussed how best to communicate this message using our website, answerphone and informing staff to let patients know.</p>
5	<p><b>Patient items</b></p> <p>Lucy was unable to attend today but had emailed in regarding our website and it looking 'corporate'.</p> <p>Dimitri had emailed in regarding the ICB and its workings – which is in very early stages and so far budgets seem separate and there hasn't been an impact on us at practice level.</p> <p>Dimitri asked about papers written on the best way to remote consult. Dr Sutton said they were aware and also there was a recent BMJ article about it too. Also that we continue to see patients face to face, and these are a higher proportion of appointments than telephone.</p> <p>Richard asked about confidentiality about sending information to patients by text if part of the message pings up on the phone for others to see. All patients are asked for their consent to receive messages and text messages are not sent to those who do not consent. A couple of patients offered suggestions of how to change the notification settings so this is changed.</p>
6	<p><b>Date of next meeting</b></p> <p>To be confirmed.</p>