

The Muswell Hill Practice

Patient Participation Group (PPG) Meeting 29/01/2024 remote 19:00-20:00

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

No.	Agenda item
1.	<p>Welcome and introductions</p> <p>Thanks were given to all who joined for the remote meeting.</p>
2.	<p>Staff updates</p> <p>We're currently recruiting a receptionist and a maternity cover administrator. If anyone knows of anyone (not registered at the practice) please get in touch!</p>
3.	<p>Practice updates</p> <p>Surgery pod – only used 239 times last year. This records blood pressure, height, weight and can be used to record other health data like smoking. Discussed ways to increase the use of it. Suggestions for better signage, verbal encouragement from reception and clinicians to use it, or a slip of paper given by receptionists asking people to use it.</p> <p>We continue to have a Saturday clinic once a month. This has been with a GP and HCA but we're trialling GP and nurse from January 2024.</p>
4.	<p>Building</p> <p>Our front internal doors have malfunctioned a few times. Awaiting a fix.</p> <p>Signage – we are keen to have more on the building so it's very clear where we are for our patients. The superior landlord (a private company, not the council) seem unwilling to allow this.</p> <p>The council have arranged for a survey of the building to inform them how to tackle the leaks into the building when it rains heavily. It's a slow process.</p> <p>No update about the pavement in Dukes Mews. Spoke about the safety risks now the bollard has been removed and now returned with cars/motorbikes speeding down the road. Discussed how the patient group could help with this. Agreed NKW would write a paragraph which people could use to send to their councillors/MP.</p>

5.	<p>CQC inspection</p> <p>We were rated outstanding in our recent inspection, published on 26th January 2024. All very happy about this. We discussed the report which some had read. One queried our cervical smear and imms percentages. Explained that they were taken from April 2023 and figures at the time of the inspection were higher but the CQC inspector had to use the April figures. We are meeting the 80% target for cervical smears. Childhood imms are lower in London that in England. We have some families who do not want their children vaccinated, which affects our uptake percentages.</p>
6.	<p>Consultant talks</p> <p>HCA healthcare is offering a free talk with a consultant via Teams. Can be of a topic we have high prevalence of or one in which patients are asking about and would benefit from knowledge. Consultant delivers a talk on this with a Q&A 1 hour. Patient type questions in the chat and consultant answers them. Have 60 practices in North London who take part in this. Do we want to be involved with this and if so what frequency?</p> <p>Agreed we would as long as not promoting private health care. NKW to send info around for topics to see what people are interested in. One arranged it will be available to all patients.</p>
7.	<p>Other meetings</p> <p>Haringey PPG Network Meeting, Monday 5 February 6:30pm online, run by Haringey Healthwatch</p> <p>https://www.healthwatchharingey.org.uk/haringey-ppg-network-meetings</p>
8.	<p>Patient items</p> <p>Christa - Reinstating the option to attend PPG meetings at the practice for those who wish, alongside the online option? All agreed they would. Aim for a summer one in the practice's meeting room when it is lighter outside, with a 6pm start.</p> <p>Received some items from Sue who can't attend as she doesn't have a computer; "Being told you are 30 in the queue is horrible. Maybe start it at 20 which gives you hope?" Answer - We checked with the phone provider and they said "Unfortunately, it's not possible to change the Threshold for this feature - it's just a case of Enabled or Disabled."</p> <p>Sue - Loud music when on hold which drowns out the voice message. Others hadn't experienced this. Discussion how silence could make you think you had been disconnected.</p> <p>Sue - Ear irrigation – can a machine be brought? Answer – It's not a core essential service GPs are obliged to provide. Ear irrigation can cause perforation of the ear</p>

	<p>drum so microsuction is now recommended. The equipment for this is expensive. It is considered a specialist treatment. Still available on the NHS but long (6month) waiting lists.</p> <p>Dimitri - Ideas for making our meetings more meaningful for all – offered to circulate a paper on his views – agreed.</p> <p>John – query about the duty doctor and how the receptionist triage. He was asked if it was a medical emergency. Dr Smeaton responded to say receptionists are not trained to triage but they should ask something like ‘do you need to speak to someone today’ as a way of assessing if a problem can wait or whether it needs to be on the duty list. Acknowledgement that some people (elderly?) may be more willing to follow the rules than others who may demand the duty doctor.</p> <p>Mike – short update on his contact with the Whittington regarding their waiting times for phlebotomy. His action has helped reduce their waiting times. Will give a longer update next time.</p>
9.	<p>Date of Next meeting</p> <p>To be confirmed</p>