

The Muswell Hill Practice

Patient Participation Group (PPG) Meeting 4th December 2024

Pre-meet for patients 17:30 – 18:00

In person meeting 18:00-19:00

Present: Dr Jimmy Lam (GP Partner), Natalie Ker Watson (NKW – Manager Partner), and 13 patients

Apologies: Richard, Hilary, Valerie, Sarah, Margie

No.	Agenda item														
1.	<p>Welcome all and matters arising</p> <p>Thanks to all who joined for the face to face meeting.</p> <p>Following the discussion at the last meeting, this was the first time the patients met for a pre-meeting 5:30 – 6pm. Those present agreed to circulate their emails for communication regarding this meeting. If any other patient wants to be on the circulation list, please get in touch.</p> <p><u>Consultant talks</u></p> <p>Received some good feedback from a few patients who attended the Gastrointestinal Talk with Prof. Martyn Caplin 25/9/2024. The recording is on the news page of the website.</p> <p>Next one – HRT & Menopause with Prof. Joanne Hockey 15/1/2025 18:30 – 19:30</p> <p><u>Pod results in the last 12 months</u></p> <p>Figures seemed to have improved massively this year. Maybe just a recording issue before.</p> <table border="1" data-bbox="320 1447 836 1984"><tbody><tr><td>Blood Pressure</td><td>691</td></tr><tr><td>Height & Weight</td><td>271</td></tr><tr><td>Standard Questions</td><td>31</td></tr><tr><td>Contraceptive Pill Check</td><td>26</td></tr><tr><td>New Patient Check</td><td>19</td></tr><tr><td>Anxiety & Depression (HADS)</td><td>16</td></tr><tr><td>Activity (GPPAQ)</td><td>15</td></tr></tbody></table>	Blood Pressure	691	Height & Weight	271	Standard Questions	31	Contraceptive Pill Check	26	New Patient Check	19	Anxiety & Depression (HADS)	16	Activity (GPPAQ)	15
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2.	<p>Building and practice updates</p> <p>We have been in this building for 2 ¼ years now (moved in 22 August 2022). The council tender for roof works is in progress. Don't expect work to fix the leaks to start before spring/summer 2025. When the rain is very heavy and prolonged, certain areas of the building leak.</p> <p>Pavement work improvements on Dukes Mews is tied into this tender. The uneven path makes it difficult to be used by anyone, particularly those with buggies or frail. This means that access will still be difficult for those coming to the practice via Dukes Mews, with most people using the road to walk down.</p> <p>If people can write to their local councillors to request pressure to move this work along it would be most appreciated.</p>																	
3.	<p>Patient items</p> <p>A patient asked about general health checks. The NHS Health Checks are for those aged 40-74 years old, available every 5 years. More information is on our website about what it involves NHS Health Check - The Muswell Hill Practice</p> <p>Those with long term conditions get an annual check with us.</p> <p>A patient asked for a future topic to be on vaccinations – what is available for adults.</p> <p>What is our age demographics for patients? Action: NKW will bring statistics to next meeting.</p>																	

Are all significant medicines (eg antibiotics) prescribed by a pharmacist (rather than by the GP practice) also sent to GP practices to be included in our medical records? Yes. We discussed the Pharmacy First scheme, will add info to our website.

The following table shows the 7 conditions pharmacists can manage across various age ranges.

Clinical pathway	Age range
Acute Otitis Media*	1 to 17 years
Impetigo	1 year and over
Infected insect bites	1 year and over
Shingles	18 years and over
Sinusitis	12 years and over
Sore throat	5 years and over
Uncomplicated urinary tract infections	Women 16-64 years

Can we endorse the Terms of Reference? Yes. NKW will add to website.

What are the implications for the practice post Budget? Estimated £35k extra employer NI.

Do you publish opening hours over Christmas and New Year? Yes, these will be on the website. We open our usual times as usual except for bank holidays and weekends.

How many DNAs? Not so many as other practices, always under 5%. Those with online access, be aware that the 7:30am and 7:45am GP appointment slots can get cancelled and then not used as the phone lines open at 8am. Log on earlier to see any cancelled appointments.

Do you promote your extended hours on the website? It automatically shows our core opening hours, but we do offer 7:30-8am extended hours access every day.

How to message into the practice? Contacting us online [Contact us about your request.](#)

These requests are processed every day and are allocated to who needs to deal with it, e.g. pharmacist, doctor, administrator.

	<p>Query – what digital platforms do patients regularly use? The NHS app or equivalent. We use accurx for text messages and the website online consultation.</p> <p>How many people have online access? Can the PPG help promote its use for patients to view their own health records online? Similarly, how many patients use any other functions of the NHS App, how usage is changing/ growing over time, what patients are using most and how this affects the practice team, for better or worse? Can the PPG help in any way? ACTION: NKW to bring some figures back</p>
4.	<p>Any other business</p> <p>A patient would like to add to the next agenda - Video appointments</p>
5.	<p>Date of next meeting</p> <p>Will be online and at a later time to give opportunity for others to come who can't make in person at this time.</p>