

## The Muswell Hill Practice

### Patient Participation Group (PPG) Meeting 21<sup>st</sup> May 2025

Online meeting 18:30-19:30

Present: Dr Neil Manttan (GP Partner), Natalie Ker Watson (NKW – Manager Partner), and 10 patients

No.	Agenda item																																				
1	<p><b>Welcome all</b></p> <p>Thanks given to all who joined for this virtual meeting.</p> <p><b>Actions from last meeting</b></p> <p>Consultant talks</p> <p>Any topics of interest? We’ve had ones on the menopause and HRT and Gastrointestinal. NKW will circulate a list of options.</p> <p>What are our age demographics for patients?</p> <div><div>Details Definition Age / Sex Trend Population Included Population Excluded</div><div>Bands 10 yearly bands</div><div><div><div>Graphical</div><div>Tabular</div></div><div><div><div>Count</div><div>1,600</div><div>1,400</div><div>1,200</div><div>1,000</div><div>800</div><div>600</div><div>400</div><div>200</div><div>0</div></div><div><div>00-09</div><div>10-19</div><div>20-29</div><div>30-39</div><div>40-49</div><div>50-59</div><div>60-69</div><div>70-79</div><div>80-89</div><div>90-99</div><div>100+</div></div><div><div>Male</div><div>Female</div></div></div></div></div> <table><tr><th>Age Range</th><th>Male</th><th>Female</th></tr><tr><td>00-09</td><td>900</td><td>850</td></tr><tr><td>10-19</td><td>1050</td><td>1000</td></tr><tr><td>20-29</td><td>850</td><td>1100</td></tr><tr><td>30-39</td><td>1250</td><td>1400</td></tr><tr><td>40-49</td><td>1350</td><td>1450</td></tr><tr><td>50-59</td><td>1100</td><td>1150</td></tr><tr><td>60-69</td><td>750</td><td>850</td></tr><tr><td>70-79</td><td>550</td><td>650</td></tr><tr><td>80-89</td><td>250</td><td>300</td></tr><tr><td>90-99</td><td>50</td><td>100</td></tr><tr><td>100+</td><td>0</td><td>0</td></tr></table> <p>A patient raised a question about our demographics as we have a higher 40-49 age range at our practice than average. Reflective of the local community.</p> <p>How many people have online access?</p> <p>63%</p> <p>There was a discussion about how we can promote it. Suggestions about texting those who don’t have online access. Have an easy ‘how to’ video for people to see. Maybe even some members of this group offering a teaching session?</p> <p>Figures on accurx and online access</p> <p>See other report which was discussed at the meeting.</p> <p>We discussed how we use the accurx online consult for admin queries and simple medical requests or repeat prescriptions etc. One query was why we don’t use it for requests for appointments. Discussion about how some practices focus on e-consults or accurx triage where that is the predominate way to contact the practice. We haven’t gone down that route as we think the way we currently doing it with access to appointments is working. Useful to have feedback.</p>	Age Range	Male	Female	00-09	900	850	10-19	1050	1000	20-29	850	1100	30-39	1250	1400	40-49	1350	1450	50-59	1100	1150	60-69	750	850	70-79	550	650	80-89	250	300	90-99	50	100	100+	0	0
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2	<p><b>Building and practice updates</b></p> <p>The Major Projects Team at the Council have employed a company to survey the building to identify the problems that cause the leaks. The work to Dukes Mews will be included in this. It may well take a while and likely we'll pass through another winter here with leaks.</p> <p>One patient mentioned that she found Dukes Mews dark in the winter. Will pass this on.</p> <p>We have had two events recently organised by Diane our Social prescriber who works with us 3 days a week. Two coffee afternoons - one for frail patients and one for patients with dementia. We had talks from local agencies and one session Many thanks to the Susanne and Gloria from this patient group who helped with this.</p>
3	<p><b>Patient items</b></p> <p>Patient queried about video appointments as he has found them helpful before. Queried whether there is any plan or interest in doing so from the Practice's point of view. We did do this often during the covid pandemic. We can do a lot on the phone and can ask for photos if needed. For symptoms like a child with a fever it could be helpful to do a video if they were unable to come in. It can and is offered when appropriate. We will raise it at the practice meeting about video appointments.</p> <p>A patient asked what does repeat prescription mean. It means you or the pharmacy can request it. It still needs to be requested to be issued. Many use their pharmacies to do it, or log on their NHS app to request it. Repeat dispensing is something that allows automatic dispensing.</p> <p>Discussion how there are NHS projects on how to prevent the wastage of prescriptions for when people don't need their repeat prescription, but it gets ordered again by the pharmacy. The practice does not always know if a repeat is not required. ie, there is no way of knowing that a patient already has several unopened boxes of medication at home unless the patient informs us.</p>
4	<p><b>Any other business</b></p> <p>When ad hoc things come up and patient involvement is required, NKW asked if anyone would be willing to be on her direct contact list. Thanks to Louise, Lorraine, Stephanie and Angela who are happy for this.</p>
5	<p><b>Date of next meeting</b></p> <p>TBC</p>