

## The Muswell Hill Practice

### Patient Participation Group (PPG) Meeting 10<sup>th</sup> June 2026

#### In person meeting (patient pre-meet 18:00-18:30) 18:30-19:45

Present: Dr Amanda Sutton (AS - GP Partner), Natalie Ker Watson (NKW – Managing Partner), and 14 patients (SB, CK, PW, GN, JH, CP, LK, RP, Phil, SK, AM, LaH, LoH, DS).

Apologies: LF, HR

No.	Agenda item
1	<p><b>Welcome all from the Chair – Stephanie (SB)</b></p> <p><b>Actions from last meeting</b></p> <p><u>Website</u> – Last meeting there was a query on how many people look at the website. Google analytics</p> <ul style="list-style-type: none"><li><i>Last Week (June 2 – 8, 2026): There were 694 active users</i></li><li><i>Last Year (June 9, 2025 – June 8, 2026): The total active users were 27,447</i></li><li><i>Daily Average: Over the last 30 days, your practice has averaged approximately 105 users per day, with peaks around 150 on weekdays and lower traffic on weekends.</i></li></ul> <p>Discussion over whether more data would be useful. Internal statistics are more important to us, than usage of website/pages. Open for patients to feedback if information is not easily found on the website. There is a search function.</p> <p>Action: PW will have a look at the website to see if there are any suggestions for improvements.</p> <p>DS – do people leave feedback on the website? Rarely, although there is the function <a href="#">Your Experience - The Muswell Hill Practice</a> We more direct people to leaving a Google Review. Positive ones really increase staff moral, so patient’s encouraged to leave reviews. There isn’t a target to receive each month (like the hospitals have) but we do report each month on the number of ‘Friends and Family’ feedback.</p> <p><u>Complaints review for 25-26</u> 16 complaints in 2025-26 2 upheld 3 partially upheld 11 not upheld</p> <p>Age of complainant – 10 were 20-59 years old, 6 were aged 60 and above.</p> <p>Themes</p>

Appointment (Obtaining including 0844 numbers) value	1
Clinical Treatment (including errors) value	11
Communications value	1
Delay in Failure to Refer value	1
Prescription Issues value	2
Refusal to Refer value	1
Removal from List value	1
Repeat Prescription Process value	1
Staff Attitude / Behaviour / Values value	1
Subject Area Total	20
Total New	16

Document circulated in advance of the meeting giving the themes of the complaints. General discussion over how a complaint outcome is decided upon and what the appeals process is.

There is a practice system to look at any significant/learning events.

Our PPG attendance

Current time is well attended. Practice staff would prefer no later than 6:30pm start time. Next two meetings planned. Can think about a day time one if current attendees suggest for a future one.

**2 Patient items**

SK very impressed with Finchley Memorial Hospital Urgent Care. Is there a relationship between the practice and them – yes. Does it matter that they are in Barnet – no. They don't have the secondary care back up. Very useful for minor injuries, simple xrays or treatment.

LK gave positive feedback for Wood Green Diagnostic Centre (next to Boots in the shopping centre).

Query re: Acute mental health – managed by the Whittington. Our patients get transferred to St Annes for their ongoing care.

LK spoke about the newly opened Roger Sylvester centre [The Roger Sylvester Centre | Haringey Council](#) in east Haringey, for mental health services.

DS on behalf of EP - Any more feedback on video calls.  
 We will continue with offering this, and they are available to book online. Doctors often need to call the patient to check that they are available for the video call, so there is an extra step.  
 It is helpful for our registrars as one of their exams is video, so it is good practice for this. Any feedback on this who has had a video consultation – welcome. No plans for further surveys as yet.

JH - High quality photos are helpful in consultations – introduced in accurx in March 2020 – used a lot.

DS - What's happening with GP contract – review of Carhill formula. This has a variety of factors which determine funding. It is being revised, but we have no control over it.

DS/PW - ARRS scheme – Additional Roles Reimbursement Scheme.  
 The first wave of funding was allowed only on certain groups, not doctors, to be funded, so we increased our pharmacist team. This has changed now, so newly qualified doctors and newly appointed doctors can be funded through it.

LK – spoke about meetings she is attending to raise awareness for self funders to have support to have a decent care plan. Interface between health and social care can be difficult. LK intends to raise the issue of her Working Group needing to liaise with GP's.

Diane Doody our social prescriber (and funded through the ARRS), can be introduced to people, to help signpost to agencies for help.

CK - What is the process when there is a request for referral from Physio or Optician for a hospital referral?  
 Opticians can refer directly but they often don't, so then we do.  
 Audiologists – typically send request to us to refer on.  
 Physio – sometimes we action what they say, for those that are seeing private physios and are making recommendations, we generally want to see the patient first to assess.

DS - How are you using AI in the practice?  
 We use an AI system called Anima, who 'reads' the documents and directs the documents to the right person, based on the workflow algorithm we have set up.  
 In consultation (any type, e.g. call, F2F or video), option to use Accurx scribe, doctors' job to read what it says and make sure it is accurate before saved. Some use it, some don't – patients always verbally informed before if they are.

JH - Accurx introducing a couple of new potential AI tools, which is a choice for GP practices to purchase, e.g. virtual receptionist and an online triage form which works out which questions to ask based on clinical problem.

JH – Having visited over 100 GP practices for work, commented that it is very rare to see a GP practice where patients can book their own appointments.

**3 Hypertension project update**

SB - Two volunteers from the patient group, SB & DT have been trained to take blood pressures to help raise awareness of the importance of getting checked and to identify any undiagnosed people with hypertension.

Summary of outreach project

Two volunteers were recruited and trained.

They went out to 5 different venues, a total of 11 outreach events.

- Baptist Church Community Kitchen

Four Thursday evenings in January

- Abide Church for carers

Two Thursday afternoons in February

- The Muswell Hill Practice

One Thursday afternoon in February at an event to decrease loneliness

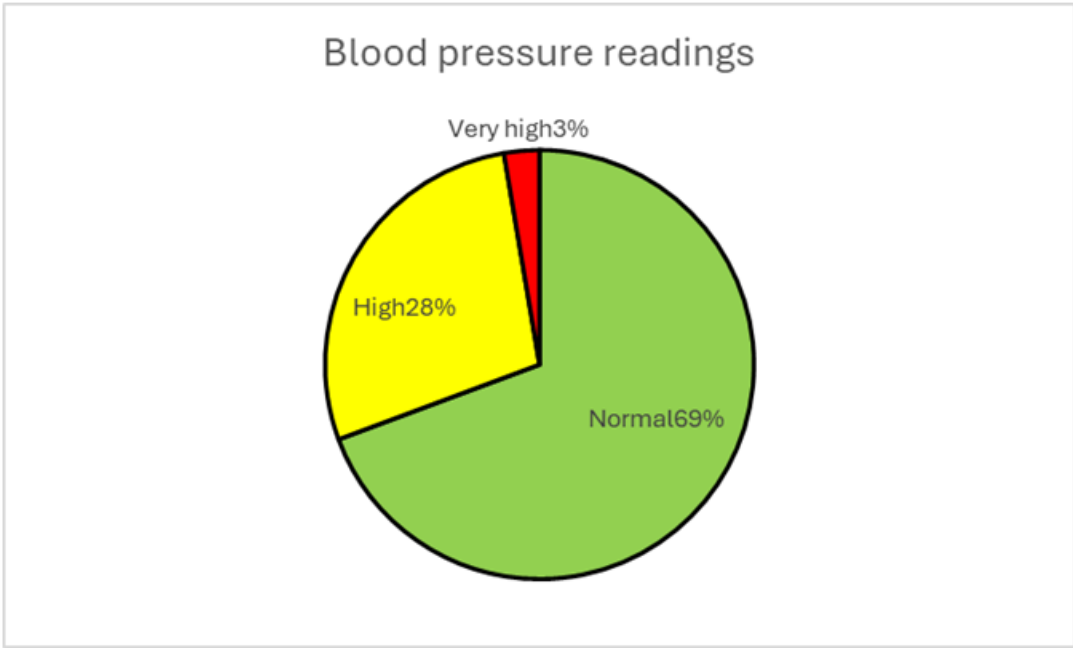
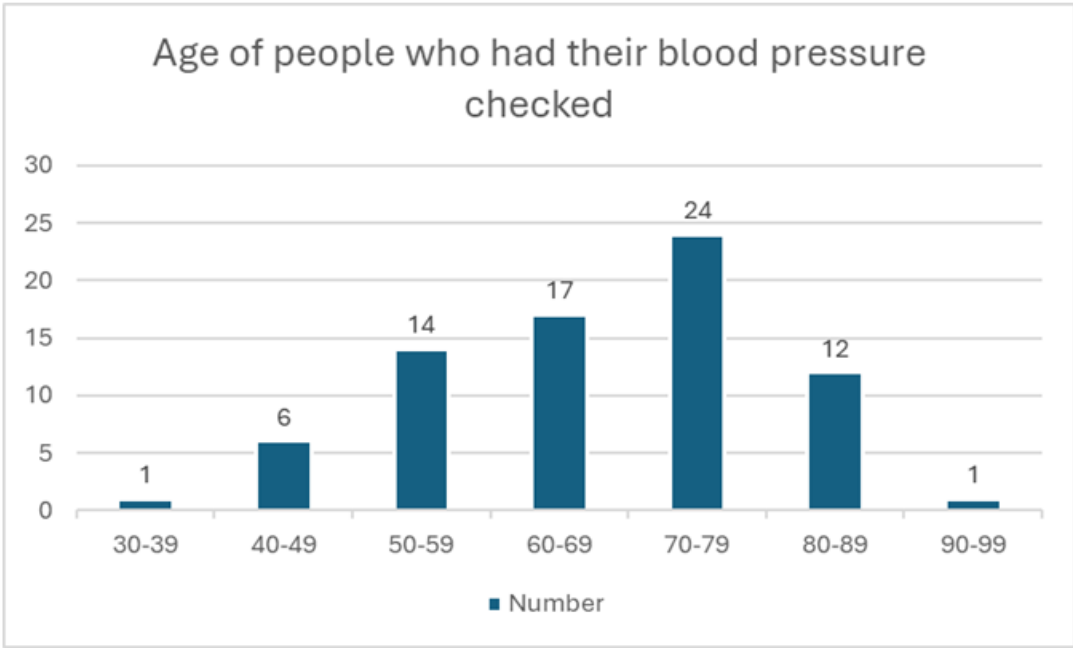
- Community Soup café @ Hornsey Vale Community Centre

Two Monday afternoons in March

- Haynes Support Group for those caring for people with Dementia

Two Thursday afternoons (one in March, one in April)

In total they checked the blood pressures of 75 people.



Those who had high blood pressures were encouraged to go to their GP or pharmacy for further readings or if very high to see 111 advice immediately or 999 if they had any symptoms.

NKW thanked SB and DT for all their work on this project to make it a success.

Consultant Cardiologist Talk

On the 7<sup>th</sup> January 2026, 110 patients attended an online talk from a Consultant Cardiologist about hypertension and there were over 30 questions answered.

<https://www.youtube.com/watch?v=DZlZxhv8qE>

4	<p><b>Any other business</b></p> <p>NKW - HPV self-sampling has started. Any person with a cervix who is 6 months overdue a cervical smear test can be offered to have a self-sample. Still needs to be booked in with the nurse to explain and check eligibility and tests aren't authorised to be done at home yet. Will hopefully increase the take up.</p> <p>CP – query who is their usual GP – every patient does have an allocated doctor. Sometimes the distribution changes. Can check with any staff member who can tell you.</p> <p>How long do registrars (fully qualified doctors, specialising in GP) stay here? Placements are usually 6 to 12 months, slightly longer if they are less than full time. All staff on our website <a href="#">Our Staff - The Muswell Hill Practice</a></p> <p>LaH - Helpful to have the photos of staff on the website.</p> <p>CK - Travel any ability to automatically recall people when e.g. tetanus, is due? Not through our current systems.</p>
5	<p><b>Date of next meeting</b></p> <p>14th Oct (remote) Dr Manttan 6:30pm (6pm pre-meet for patients)</p> <hr/> <p>10th Feb 2027 (remote) Dr Smeaton 6:30pm (6pm pre-meet for patients)</p>