

PATIENT PARTICIPATION GROUP MEETING 25TH SEPTEMBER 2013

Present: Jackie (Practice Manager), Shirley, Lillian, Doreen and Jane

- Jackie welcomed the group. Apologies from Juliette, Colin and Gerard for not being able to attend the meeting.
- **Copies of the Islington Patient Group meeting minutes handed out to the group** The group commented that we are lucky that Gerard and Colin attend these meetings and give good feedback. The group feel that they are unable to attend the Islington meeting as well as the Practice group meeting at this current time.
- **Pre-Bookable appointments** The local Health Authority have this year commissioned a new scheme where they have hired a company called the Primary Care Foundation (PCF) to review all GP surgeries appointment systems. After data collections and patient and staff surveys the Practice met with the PCF in July and after discussing the appointment system we have now decided to offer pre-bookable appointments 4 weeks in advance. This should help out the patient's that need to book a follow up appointment with a GP for any reviews or discussions about results. So far since we started this at the start of September we have received 3 complaints that the pre-bookable appointments are now too far in advance. The process for this will be repeated at the start of 2014 and we are expected to give out surveys to at least 5% of the Practice population.
- **Nurse Celia** Unfortunately Celia our nurse has decided that the commute to work is just too far for her so will be leaving the Practice in October. We will be advertising again for a new Practice Nurse.
- **New salaried GP** We are pleased to tell you that Dr Anup Patel will be joining the Practice in October as our new salaried GP. Dr Patel will be working full time, so this will make more appointments available. Unfortunately Dr Wheatley who has been a locum here with us is now leaving to take up a full time post at Mildmay Practice. Dr Wheatley has been with us for 3 years and we wish her well with her new job.
- **Peter – Reception Manager** Unfortunately Peter our Reception Manager will be leaving the Practice. During the next couple of months Jade and Laura will be trained by Peter and Jackie as they will be taking over as joint Reception Manager's.
- **Dr Anna Stoors trainee GP** We also currently have Dr Anna Stoors at the Practice who is a trainee GP in her final year. The Practice is now able to be a trainee Practice under the guidance of Dr Kerman. Dr Stoors is a fully trained GP and will be seeing patients.
- **Flu Campaign** The flu campaign has now started and as per usual the main target for our Practice population are patients who are over 65 or patients who are in at risk groups such as asthma, diabetes etc.
- **New door in reception** After complaints from both staff and patients regarding noise, we will be putting a door up at the front of reception to block out any noise from either direction.
- **New TV screen in the waiting room** As some of you may have notice we have recently had a TV fitted in the waiting by the Local Health Authority (CCG). The TV is to be used for educational purposes only and the information is fed from a computer based at the CCG.

- **New handrails** We have installed handrails on all the staircases. We have had a few comments saying that the new handrails are very helpful.
- **Main entrance disabled access** The Practice has applied for funding as we would like to change the entrance to the Practice to make it more accessible for disabled patients as well as parents bringing in pushchairs.
- **Graffiti** Unfortunately a few weeks ago there was some graffiti sprayed on the wall next to the entrance of a racial nature. We would like to praise Islington council's environment team for coming to the Practice within an hour to remove the graffiti. This was a very good service.
- **Complaints** We have had a couple of complaints about patients having to queue before 8.30am to get an appointment. We would like to remind patients that we do not encourage this and one of the reasons we changed our appointment system a few years ago was to prevent patients standing outside, especially in bad weather. The Walk-in clinic does not start until 10am, once you have added your name to the list a member of the reception team will give you a rough estimated time for when you need to come back to the Practice.

We would like to point out that this was a very productive meeting that lasted over an hour and the members of the group offered plenty of support and participated really well with the discussions.

Next meeting will be on the 18th December 2013.