

# **Minutes of Meeting of the St Andrew's Medical Practice's Patient Participation Group on 6 June 2018**

## **Attendees:**

**Patient representatives:** Melanie Lund (ML Chair), Barbara Jacobson (BJ, Vice Chair) Vishy Harihara (VH), David Harvey (DH), David Stern (DS), Christine Fiore (CF), Janet Hart (JH), Andrew Hart (AH)

**Practice representatives:** David Hunter (DH), Dr Anita Patel (AP),

**In attendance:** Robin Charnley( RC) – CommUNITY Barnet, ; Practice Health Champions - Elisabeth Devan (ED) and Suzanne Davis (SD)

- 1. Apologies for absence.** Apologies received from Ann Brooker, Mary Longfellow, Caroline Hansen.
- 2. Minutes of previous meeting held on 6 March 2018.** The minutes were approved without amendment.
- 3. Matters arising from previous minutes not covered on this Agenda.** None
- 4. Practice Update.** DH explained his activity as a GP practice consultant and strategy adviser since he was hired at the beginning of 2018 by the Practice partners (the five GPs) to help bring positive change to the Practice's procedures. He has led changes in two main areas - the phone system and appointments. He stated that the old phone system had not been fit for purpose, but the new one is. There would be a pilot starting the week of 11 June in which all administrative staff will deal with calls from 8 am to 10 am; callers are now told their place in the queue. The part-time pharmacist and the nurse practitioners, who report to the GPs, see some patients and thus release more time for GPs. DH added that the appointment system had now moved from 6 to 8 weeks' availability and, although the ultimate target was 12 weeks, this would be unlikely in the near term. More changes would come over time, including improving the Practice's communications with patients and managing patient expectations, the Practice website and other areas, all with the ultimate objective of helping the Practice to serve its patients better.

AP confirmed that the changes and advice provided by DH to all those working at the Practice have been transformative and for the better. The team will be in place for another 6–12 months, so there is no immediate need to appoint an individual practice manager.

DH suggested that the PPG might look for ways to improve participation so that the PPG might more closely represent the patient demographics of the Practice.

- 5. Communications.** Some patients/PPG members had given notice of not being able to attend the meetings. ML wondered if we could consider other forms of engagement (telephone, email) encourage greater patient participation in the PPG. There was a general discussion about how the PPG might help the Practice to improve its approach to keeping patients up-to-date about changes that ought to be of interest to them. Robin Charnley suggested that the PPG should offer its assistance to the Practice, to help the Practice improve. So it was agreed that the PPG should produce a newsletter (including advertising of the work of the Health Champions) and a list of

other patient-related matters to give to the Practice for publication on the Practice's website, emailed to patients or handed out at Reception. CF suggested patients could be given more information about the system of "extended access" outside regular hours, to doctors in the locality via the "hub system". When it is ready, ML will send this material to DH or Prash (the part-time IT consultant now working for the practice).

6. **Any Other Business.** None
7. **Date of Next Meeting.** Wednesday 12 September 2018 6.30 [to be confirmed after checking with AP/DH].