

**Minutes of St Andrew's Medical Practice PPG Meeting**  
**Wednesday, 11 September 2019**

**Present:** Melanie Lund (Chair), Barbara Jacobson (Minutes), Dr Nick Mistry, Lorraine Williams, John Deutsch, Vishy Harihara, Keith Lewis, David Stern and Brian Wakeham

**Apologies:** Andrew Hart, Janet Hart, Umran Ashman

**1 Minutes of previous meeting**

The Minutes of the previous meeting were approved.

**2 Matters arising from previous meeting not covered elsewhere on agenda**

**2.1 Patient Review Questionnaires**

Nick reported that those reviews done on the premises with Umran's help, for which the patient did not have or enter their own e-mail address, were not accepted by the site. However, there were enough reviews now and the Practice did not need the PPG to provide this help again.

**2.2 Photoboard**

Photos of all staff are now available.

**Action** Lorraine will put these on a flash drive and inform Barbara, who will pick up the drive from the surgery and get prints made at Boots.

**Action** Barbara will reclaim the cost from petty cash and arrange the photos on a noticeboard in the entrance lobby.

**2.3 Online access**

Barbara drafted a short, user-friendly version of the NHS leaflet to encourage patients to go online to **Patient Access**. Nick said the ID requirements had been simplified: patients no longer needed to produce proof of residence.

**Action** Barbara will amend the flyer and send it to Nick for adding to the website.

Nick reported that approximately 30% of patients were registered for Patient Access, and that patients who were not yet online would be encouraged to use the **NHS App**, which has more advanced functionality than Patient Access. Some PPG members reported difficulty when registering on the app, and Nick said people registered with EMIS didn't need to have the app as well.

Half of appointments available are listed online, the other half are available by telephone; this is to ensure that patients without Internet access can make appointments.

**2.4 Text messaging**

A large percentage of patients are now registered to receive texts from the practice. *See also 4.4.*

**2.4 Recycling** The PPG followed up with Barnet Council who insisted that the Practice was a business and therefore must pay for recycling.

**2.5 Parking** The council also reported that no residents in the vicinity of the Practice have requested a CPZ and therefore they could not pursue the Practice's request. The PPG proposed asking residents if they would support this request but it was agreed that, given the cost involved, they were unlikely to do so. Other ideas were offered but none was considered a possibility.

**2.6 Patient numbers** The pressure on the Practice created by the many new developments nearby was discussed. Although some new developments are required to contribute to infrastructure (the Section 106 rule), this means they might provide space for a surgery but providing the surgery itself, i.e. the clinicians, was under the control of the NHS. So far, the NHS has declined to add

another surgery in our area. Nick passed the correspondence with Theresa Villiers MP to Melanie so that the PPG can consider what it might do.

### **3 Patients Charter**

A revised draft incorporating Practice and PPG suggestions was distributed to the meeting and discussed.

**Action** Barbara will amend the draft as agreed at the meeting and send it to Nick, who will add the required links and upload it to the website.

### **4 Practice Update**

**4.1** There is no Practice Manager yet.

**4.2** The pharmacist has left. Her, possibly temporary, replacement will work two full days a week.

**4.3** Advanced Nurse Practitioner Charlotte works five days a week, providing triage in the mornings and seeing patients in the afternoon.

**4.4** The Practice will be sending out texts on Saturday (13 Sept) about the flu clinics. Clinics will operate by appointment during the week. Some appointments will be available online.

The walk-in clinics will be on Saturday 12 and 19 October, 8.30 a.m. to 1 p.m.

Doctors and nurses seeing patients for the flu jab and other appointments will tell those eligible about the shingles and pneumonia jabs. Patients can check their eligibility or vaccinations on the St A's website.

### **5 Items to include in Summer newsletter**

In addition to many of the items discussed, the newsletter will promote the NHS App and will remind patients to ensure the surgery has their up-to-date contact information. Details about how the hub operates will also be included.

**6 Patient confidentiality** Reception staff will be reminded to ensure confidential written material is not visible to other patients.

### **7 Date of next meeting:**

The next meeting will be held on Wednesday, 20 November, at 6.30 at the surgery.