

**Minutes of Meeting of the St Andrew's Medical Centre
Patient Participation Group
on 15 September 2018**

1. **Apologies for absence**
2. **Minutes of previous meeting held on 6 June 2018** The minutes were approved without amendment.
3. **Matters arising from previous minutes not covered on this Agenda** None
4. **ML presented a summary of the meeting** between the partners, DH (consultant manager), herself and BJ on 15 August.
 - **Engagement** - At least one GP partner and a senior representative of the practice admin team to attend quarterly PPG meeting with a standing item of a full practice update of developments. A commitment was made to support PPG activities e.g. to circulate newsletter. Annual stocktake meeting to take place with partners.
 - **PPG activities to support Practice** – Quarterly newsletter; noticeboard assistance; drafting of letters and text messages for patients; help with new Patients Charter; provide patient volunteers for Practice events and initiatives.
 - **PPG development** – Discussed need to develop PPG to better reflect demographics of the Practice.
5. **Practice Update**
 - General**
 - **BJ** will forward the autumn newsletter to **LR**, who wants one member of the admin team to be responsible for its electronic and hard copy versions in the surgery.
 - **LR** and **AP** to discuss which of them will be the point of contact with the PPG even if different partners attend the meetings.
 - **LR** reported that they needed to arrange for photos to be taken and to get permission from all members of staff to have their photos on a bulletin board. It was agreed that this was desirable so that patients would know who they were seeing. The PPG has agreed to assist.
 - Non-clinical staff will be reminded to wear their name badges and give their name when answering the phone. Like the point above, this would promote a personal connection between patients and staff.
 - Patient Charter**
 - This is an agreement between patients and the practice about how things should work, describing expectations and setting standards.
 - **DH** will focus on this in the coming weeks and the PPG will be involved. **LR** will send an example of a patient charter to the PPG.
 - DNA (Did not attend)**
 - This is a costly problem for the practice and the NHS generally. Barnet Hospital charges back £160 cost for DNA to Barnet CCG, which impacts the budgets of all practices.
 - Text reminders for appointments are sent out to patients a few days before their appointment; it

was suggested that these messages could emphasise the importance of attending. PPG can draft a message that can be used.

IT

- PJ is the member of the management team responsible for IT and has been helping the practice develop a more efficient use of IT. All GPs in the practice have new, upgraded desktop computers and dual screens.
- Barnet Hospital is piloting a system with two practices to see discharge papers from A&E. It is hoped this will be rolled out.
- Although recognised as needed to make it more “fit for purpose”, website refresh is a low priority at present, especially as NHS Digital is planning to roll out generic websites for all practices in the next year or so.
- **ML** and **BJ** to e-mail updates to PPG page – general suggestions as well as newsletters and minutes of meetings – to **LR** and **NM**.
- A new texting system has been introduced: it allows personalised messages to be sent from the GP to the patient. The service needs consent from patients, which can be given orally when a clinician sees an existing patient and will be requested when new patients register. The system indicates whether the message has been delivered but not whether it has been read; to cover that issue, messages will include a line about the patient’s responsibility to chase up results. The text messaging service is not to be used for urgent issues, but, for example, to report results. This will also improve the availability of phone lines for other issues. The impact on patient outcomes will need to be monitored.
- Alternative consultations coming: NHS England will promote Skype, phone and e-mail consultations to reduce non-essential visits to the surgery.
- Telephone appointments have already increased by 100%. They should be used mainly for follow-ups to appointments. A new telephone appointment list is being introduced for each GP so that patients are spoken to by the GP they see. It is not yet possible to book telephone appointments online.
- **LR** to let **BJ** know whether EMIS Patient Access will in future report results; BJ will then update patients via the newsletter and posters.

Group Consultations

- These will be introduced to deal with long-term conditions such as diabetes, COPD, asthma and chronic pain. The consultation sessions, for 10–15 patients, will last for two hours: in the first hour facilitators (trained practice healthcare support staff) gather information, record patients’ questions and look at results; in the second hour the patients have a one-to-one with a clinician in front of the group. There is evidence that patients enjoy these sessions and get more benefit from the shared experience, learning from each other as well as improving patient outcomes.

Well-being Centre

- Every other Thursday a well-being co-ordinator from the Well-being Hub in Hendon will attend the practice. The hub focuses on “social prescribing”, where after an initial individual assessment, patients are made aware of different services such as yoga, alternative and talking therapies. Patients can be referred to this service or can self-refer.
- St Andrew’s has also arranged to have a practitioner from the Centre come to the surgery every alternate Monday afternoon to support “isolated” patients. Patients might be referred by the receptionist or GP. There will be an emotional needs assessment to determine the issues and

what services are appropriate.

- The Practice has set up links with local health organisations, such as Parkrun and Fitclub (gym on Totteridge Lane; appropriate patients get first month membership at half price), and is looking for similar arrangements with other groups. Suggested that there will be a board in the surgery advertising health and fitness opportunities. The Practice would support a request for an outdoor gym in the Dollis Brook Open Space, off Totteridge Lane. (PPG to draft letter - UA)

Staff

- Dr Anika Lewis goes on maternity leave at the beginning of October.
- **LR** to provide names and details of new registrars and clinicians, and of those leaving.

The surgery

- A new cleaning service has been appointed for inside and outside the surgery.
- The Practice has applied to NHS England for a major improvement grant, which would provide 30% of the cost, in order to introduce automatic entry doors, a wheelchair ramp and new clinician rooms. It is planning a meeting with the landlord to see how it can help.

6. Any Other Business. None

7. Date of Next Meeting. Wednesday, 5 December 2018 6.30