

**Minutes of Meeting of the St Andrew's Medical Centre  
Patient Participation Group  
on 20 November 2019**

**Attendees:**

**Patient representatives:** Melanie Lund (ML Chair), Barbara Jacobson (BJ, Vice Chair), Umran Ashman (UA), David Stern (DS), Keith Lewis (KL), Janet Hart (JH), Andrew Hart (AH)

**Practice representatives:** Dr Nick Mistry (NM), Ros Erbach (RE)

1. **Apologies for absence:** Apologies received from Vishy Harihara, Brian Wakeham, John Deutsch.
2. **Minutes of previous meeting held on 11 September 2019** The minutes were approved without amendment.
3. **Matters arising from previous minutes not covered on this Agenda**

DS referred to a recent article in the local press suggesting that due to no lack of GP/medical service in Whetstone, the Council were not requiring investments from construction companies for the provision of additional medical facilities. There was a discussion about the plan to build 41 flats adjacent to the Practice in addition to the several hundred that have gone up in the vicinity in the last few years, and the CCG's view that there was still no need for another practice in the area. ML had already made contact with the local councillors to discuss the matter. The PPG offered to support the Practice in their application to extend their premises to enable them to better cope with patient numbers, as GP surgeries are no longer allowed unilaterally to close their list to new patients. An update would be provided at the next PPG meeting, including a better understanding of how the CCG measures supply and demand.

**4. PPG activities and feedback**

**Name plates**

ML referred to their sporadic use - with some receptionists consistently using them and others not. MN explained it was down to changing behaviours and improving confidence. It will be the norm eventually. It was agreed that the Practice would continue encouraging reception staff to use the nameplates, and that the PPG newsletter would remind patients of their duty to treat all staff respectfully.

**Phone message**

ML noted the current phone message contained long silences which led the caller to believe the line had been disconnected. She also noted that the information regarding online registration was inaccurate and some of the terms used were confusing. The Practice confirmed that it had been recorded before receiving feedback from the PPG on the message transcript. NM advised that the Practice had decided the service provided by the current phone provider was not satisfactory and a decision had been taken to switch, although it was recognised this would take some time. It was agreed that the PPG would be consulted ahead of recording the next phone message.

**Noticeboard of photos of medical staff**

ML noted that photos of the registrars had not been included in the display. MN agreed that the process of taking photos would be included in the induction of registrars. It was agreed that the surgery would provide photos of registrars at the next changeover and thereafter to add to the recently erected noticeboard of medical staff at the surgery.

### **Signage**

It was agreed there was a need for better signage to indicate the daily floor location of medical staff, rather than relying on the on-line check in system or cards posted around the screen. AH agreed to look into signage systems that might be used in the reception areas - not made of wood or paper (which can harbour germs).

### **Patients Charter**

It was agreed that the Patients' Charter would be put on the Practice website and laminated hard copies would be made available in the surgery.

RE advised the patient registration pack was being streamlined, e.g. less repetitive and fewer pages. She will add the Patients' Charter to the pack.

### **5. Practice Update - by NM**

- Dr Anita Patel would be retiring from the Practice and at the PPG's suggestion the Practice would make available a book for the patients to record their thanks and good wishes.
- Pharmacist is on duty Tuesdays and Fridays.
- The names of the new management team - their names and days of work – would be included in the next PPG Newsletter.
- It was agreed that hard copies of the Newsletter would be made available in the waiting areas.
- St Andrew's had now been grouped with six other local practices in a Primary Care Network with the view to make better use of skills and shared resources for all patients. This replaces the CHIN. The website would be updated accordingly.
- Improved access to the building and other improvements were being considered as the date for renewal of the building lease approached.
- During the cold weather the lobby door is now open from 8:20 am and the reception area from 8:25 am to allow patients to access the building ahead of 8:30 appointments to ensure they start on time. It was noted by members of the PPG that the door was not always opened at these times.

### **6. Any Other Business.**

DS asked about emailing patients. MN indicated that this was not currently possible due to GDPR.

### **7. Date of Next Meeting.** 29 January 2020 at 6.30