

The Muswell Hill Practice

Patient Participation Group (PPG) Meeting 18/09/2023 remote 19:00-20:00

Present: Dr Neil Manttan, Natalie Ker Watson (Practice Manager), and 10 patients.

No.	Agenda item
1	<p>Welcome and introductions</p> <p>Thanks were given to all who joined for the remote meeting and apologies for the disruption last week on the abandoned meeting on Teams due to technical problems.</p>
2	<p>Staff updates</p> <p>No updates here</p>
3	<p>Practice updates</p> <p>We had our Official opening of the building on 8th September, a little after a year of operating in it. It was initially delayed as we had some leaks from the roof and were advised to postpone it. The Council, our landlord, now have a programme of works in place so hopefully no more leaks.</p> <p>We had outstanding results from the independent GP Patient Survey. https://gp-patient.co.uk/patientexperiences?practicecode=F85063 For the overall experience, we were the top practice in Haringey with 90% of patients describing their overall experience of our GP practice as good. This compares to a national average of 71% and an North Central London Integrated Care System result of 69%.</p> <p>We are thinking of introducing the requirement to pay before private work is completed as we have had a number of private letters which have been completed but then not picked up. All patients were in favour of this and believed other practices did the same.</p> <p>We are a training practice and very occasionally one or two patients object to see them with no real reasons. We are planning on writing a letter to those about the value of being a training practice and the value trainees bring, including more GP appointments. All patients were in favour. One patient gave their experience where they found it reassuring when a GP trainee said "I don't know I'll find out". Others agreed they had positive experiences with our GP trainees. Suggestions to make it more obvious on our website and notices that we are a training practice.</p> <p>Dr Neil Manttan spoke about what it means to be in a Primary Care Network. Ours is called North West Haringey and has the other practices of Highgate Group Practice, Rutland House and Queens Avenue and The Vale together, making around 45-46,000 patients.</p> <p>Patients asked about pharmacists, how to access them and how they work with the</p>

	<p>GPs. Pharmacists look after a lot of the chronic disease management are so skilled and up to date on current guidelines, their care is first rate. Often for diabetes reviews it alternates between a pharmacist seeing a patient and then the GP. Most of the pharmacists here are prescribers. It is the GPs who make the clinical decisions about diagnoses. You can book in with a pharmacist for medication reviews.</p>
4	<p>Local updates West Haringey patient survey – what services would you like to see at Hornsey Central? To fill in this survey please https://www.surveymonkey.co.uk/r/ZW2K9CH</p>
5	<p>Annual review of complaints There were 6 in 2022-23. Four were not upheld and two partly upheld. These were anonymously reviewed and learning discussed. One resulted in the practice arranging for training from Barnet MENCAP on learning disabilities and autism and for another learning was shared in the reception team about how to deal with patients who call from abroad.</p>
6	<p>Appointments We have our flu day on Saturday 23rd September – any help from volunteers welcome to help with the crowds. Flu appointments are available after that and texts will be sent for people to be able to self-book.</p> <p>We have had to alter our GP advanced appointments to be released only 2 weeks in advance rather than 3 weeks. This is because of a new NHS mandate. https://www.england.nhs.uk/gp/national-general-practice-improvement-programme/modern-general-practice-model/</p>
7	<p>Patient items A patient asked about registering/usual doctors and whether he should go to see them or anyone who has an appointment. Dr Neil Manttan said if it is a particular ongoing problem then it is helpful to see the same doctor if possible. If it is a brand new problem then it is fine to book with any doctor. We have a clinical meeting every week and talk about any patients as a team. There is a nominal registering doctor who does the prescriptions and the letters (e.g. from hospitals) go back to this registering doctor.</p>
8	<p>Date of next meeting To be confirmed.</p>