

**Patient Participation Group  
Minutes of 10.09.2019**

**Staff Attended:** Dr Peter Christian (PC) – Senior Partner  
Rilwan Kuku (RK) – Locum Practice Manager

**Attendees:** 15 Patients

**Agenda Item 1: Welcome**

RK introduced himself as the locum Practice Manager and started the evening by thanking all those present for taking their time out to come to the meeting. PC explained the importance of the group and the reasons as to why the meetings are held – to improve patient and practice relations, to gather information on what can be improved or slightly amended and most importantly to know how the practice is doing from the view of our patients and to get feedback from the group.

**Agenda Item 2: TG Retirement**

RK informed the group that after 32 years Dr Gerrard has decided to go into retirement. RK explained that there is a long recruitment process that we are in the process of to ensure we hire the right candidate. The successful candidate will have a handover period with Dr Gerrard and all of Dr Gerrard's patients will be registered under the new GP who joins the partnership.

**Agenda Item 3: Update of staff & our building situation**

RK informed the group that Natalie Ker Watson will return to the practice on the 1<sup>st</sup> of October & her working days will be Tuesday, Wednesday and Friday. Rilwan will work Monday's and Thursday's until April 2020.

Dr Lucy Jones and Dr Penina Zermansky have also joined the practice as salaried doctors.

We have a new in-house pharmacist called Antoinette Aimufua – working Monday's and Wednesday's. We also have two new pharmacists through our primary care network (PCN) called Anne Lim and Christiana Osmond.

We hope to always have a pharmacist in on each day.

RK added that we have hired more staff to support those in admin and reception. Furthermore we have also introduced a docman reader to deal with the doctor's paperwork. Staff members are learning each other's roles – as the practice is growing we are also expanding our team to ensure there is constant cover and support.

PC briefed the group on the current building situation – the bid for 54 Muswell Hill didn't go in our favour so therefore we will be staying in 1 Dukes Avenue for the foreseeable future but we remain hopeful that something does come along.

**Agenda Item 4: NHS Update – CCG merging, primary care networks & borough partnerships**

PC briefed the audience on upcoming changes to the healthcare system across north central London.

This is part of the new NHS 10 year plan which will see us moving into integrated care systems (ICS).

The plan is for the five CCG's in North Central London (Barnet, Enfield, Haringey, Islington, Camden) to eventually merge, which should provide economies of scale in commissioning across the system.

To make sure that the locality identity is not lost and to improve integrated working in the new system, local borough partnerships between health and social care are being formed.

**Agenda Item 5: Flu season and flu Saturday 19<sup>th</sup> October**

RK explained to the group that we are now in the flu season and we have our flu day on Saturday 19<sup>th</sup> October. Dr Neil Manttan and Dr Tim Gerrard will be the GPs in on the day with the nurses giving the vaccines out. We will also have our long term clinics running alongside our flu clinics that day too. For all those who cannot make the flu Saturday, clinics will be put on the system for week commencing 7<sup>th</sup> October for patients to book into.

**Agenda Item 6: Text messaging service & increasing our digital usage**

## The Muswell Hill Practice

PC updated the group about our new piece of tech called AccuRx which lets staff text patients and the message gets automatically saved into each patient notes. If anyone in the group hasn't already then they can give consent to receive SMS text messages. RK explained that we are soon introducing DoctorLink which is software that'll be accessible via the practice website. It'll provide the ability to seek clinically approved medical advice around the clock. This helps to reduce unnecessary surgery appointments, getting patients to the right place for their clinical need. DoctorLink will provide advice on how to best manage your symptoms. DoctorLink facilitates booking an appointment with the surgery should a clinical consultation be recommended and is suitable for anyone aged 3 and above. DoctorLink can be accessed from any laptop, mobile phone or tablet device, 7 days a week from any location

### **Agenda Item 7: Reviews, complaints & feedback**

PC informed the group of the recent negative social media reviews that the practice has been experiencing.

The Partners have sought advice and have it under control now and have a standard way of responding to encourage complaints to go through our Practice system.

PC asked that if the group felt able to leave positive reviews it would be much appreciated!

These reviews are noted by NHS England and any patients thinking of registering.

RK added that a text template has been made for doctors to text to patients which will provide them with a direct link to leave the feedback.

The main arena for patient reviews is "**NHS choices**".

<https://www.nhs.uk/service-search/GP/LocationSearch/4>

The Practice is preparing some standard responses to the most frequent complaints and would like to show this to the patient group for any comments before posting on the website.

### **Any Other Business.**

None.

### **NOTE:**

All questionnaires, PPG minutes, Newsletters, External access hub hour's information will be available on the practice website:

[www.themuswellhillpractice.co.uk](http://www.themuswellhillpractice.co.uk)

All were thanked for their attendance.