

# The Muswell Hill Practice, Patient Participation group 7:30-8:45pm

## Minutes of 27.03.2017

### Attendees

Dr Peter Christian, Senior Partner (PC), Natalie Ker Watson, Practice Manager (NKW) and 15 patients. Apologies received from 13 patients.

### 1. Welcome

Welcome to everyone this evening and thanks given for their attendance tonight.

### 2. Updates from the Muswell Hill Practice

#### Patient Online Access

We are promoting Patient Online Access to all our patients. Most in the meeting were aware of it and how they can book appointments online, order repeat medication and see aspects of their medical record. Anyone else who wants to sign up, bring photo ID to reception.

#### Trialing a tweak on the appointment system

Knowing that many follow up appointments do not need a face to face appointment, the group were consulted on a potential trial the partners and NKW are thinking about doing.

Changing two book-ahead face to face appointments to four telephone slots instead. Useful discussion had about how receptionists explain these appointments and the time given, that it won't be great for those with hearing problems, that it does seem a more efficient use of the doctors time. Patients are likely to get one of these telephone slots sooner than a face to face appointment. A selling point is that they don't have to come into the practice. Discussion about the risk of unused slots and what to do about them. Questions about how to monitor it and review.

Agreed to trial it with partners for a few months.

#### Patient feedback received

<http://www.nhs.uk/Services/GP/ReviewsAndRatings/DefaultView.aspx?id=43343> We have received 8 new comments on this site, all positive which is pleasing. We don't get many friends and family forms filled in, in the waiting room. Discussed the lack of space to put it near reception/exit.

#### Patient questions

Is there any update on the building? There is no further news on the building plans or The Muswell Hill Library outcome following the public consultation.

What do we do with people who don't turn up for their appointments? Some get texts, if frequent an alert is put on their record and a letter sent. If missed a travel appointment (non-NHS) then they are not allowed another one as that takes up a double appointment. Have started calling the day before those who are booked into a double coil appointment (long active reversible contraception) as that is also a double appointment. Group thought a strong approach was warranted due to the waste of resources by missed appointments.

### **3. Updates from developments in Primary Care in North Central London (NCL)**

The published Sustainability and Transformational Plan is still to be finalised in terms of financial figures. There are still 9 different streams ; prevention, care closer to home, mental health achieving the best start in life, urgent and emergency care, planned care, cancer, social care, bringing service together, workforce and digital and estates. Acknowledged there was not much public engagement. It creates a local map for the foreseeable future. Extended hours is one thing that is supported as are CHINs which stands for Care Closer to Home Integrated Networks. They are a network of organisations, e.g. GPs, council, voluntary and community services, hospitals and social care looking after populations of 50-80,000 patients in a local area. The Muswell Hill Practice has put in an expression of interest with other local practices to be part of a CHIN.

Spoke about the importance of social care and the inter-relatedness with healthcare.

### **4. Items from patients**

- Mr Sklavounos attended a Healthwatch meeting. Discussions were had on how much money is spent on organisational change.
- Mrs Shapiro attended the last Joint OSC meeting held at Enfield. She presented a paper summarising the BMA supported national demonstration on March 4th attended by 250,000 people, and issued statistics that show that NHS England is well behind similar EU nations for both funding and numbers of beds, doctors etc. per population. Since then BMA have launched a Campaign “Breaking Point of the NHS” and seeks five urgent commitments from the government.
  1. Brexit - act now to provide certainty to NHS staff from EU countries
  2. STPs - no more cuts
  3. NHS funding - match or exceed leading European economies
  4. General practice - deliver on commitment to stabilise
  5. NHS pressures - address the pressures with immediate investment
- General discussion about what should a state funded healthcare system provide? Some patients thought that there was a political drive to move to an insurance based system.
- Asked how Helen our pharmacist is doing? Yes, well. Helping out with duty calls too for those who call with medication queries. Her appointments can be booked online as well as through reception.
- Would like an agenda item on health and social care at the next meeting.

All were thanked for their attendance. Meeting ended at 20:45