

**Patient Participation Group  
Minutes of 11.09.2018**

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

**Attendees:** 14 Patients

**Agenda Item 1: Welcome & Introducing Rilwan Kuku**

PC introduced himself as the Senior Partner and then kicked off 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.

PC informed the group that Natalie Ker Watson will be going on maternity leave this week and will return to work by the summer and taking her place will be Rilwan Kuku.

**Agenda Item 2: Flu Season & Flu Saturday**

PC informed the group that we are entering the flu season and it is important that patients get vaccinated in preparation for the winter period. The practice is currently taking appointments for the flu vaccination. Having a vaccine to protect against flu and its potentially fatal complications is very important for those in our community who are most susceptible to influenza and we highly recommend it.

Flu day! – The practice will open for flu, shingles and pneumococcal vaccinations only. It will be on Saturday 29<sup>th</sup> September 2018 from 08:30 – 12:00. Patients are expected to call and book an appointment for this. PC asked the group if anyone wants to volunteer to help out (by getting drinks for patients and staff, helping get the patients ready for their injection etc.) – no one from the group wants to volunteer.

**Agenda Item 3: Water Cooling Machine**

PC informed the group that through the friends and family feedback form, one person suggested that there be a water cooler in the waiting room. PC brought forward the suggestion of starting a fundraiser to compensate for the water cooling machine – the PPG group collectively disagreed. The group expressed that the money could go elsewhere, patients can bring their own water etc.

**Agenda Item 4: Extended Access Hub Hours**

PC informed the group that the GP has access hubs – appointments are now available for all patients registered at any Haringey Practice.

Openings hours are Monday to Friday: 06:30 – 08:30pm & Saturday and Sunday: 08:00am to 08:00pm – opening times may vary.

- Bounds Green Group Practice, Gordon Road, London N11 2PF
- Somerset Gardens Family Health Centre, 4 Creighton Road, London N17 8NW
- Queenswood Medical Practice, 151 Park Road, London N8 8JD
- Lawrence House Surgery, 107 Philip Lane, Tottenham, London, N15 4JR

Patients are able to book an appointment at their GP practice at any one of four locations above or they can call 0330 053 9499 during the above hub opening hours to also book an appointment.

PC reminded the group that A&E is for the more life threatening emergencies only. Patients are able to call 111 if they need medical help fast but not a 999 emergency. So much funding goes into extended hubs and patients should be using them more and the NHS has made the hubs flexible so patients can go before or after work and even on weekends.

The Practice will also inform reception staff of the extended access hub and their location so if patient call and don't get an appointment the reception staff will be able to book the patient an appointment at one of our extended access hubs.

Date – 12.09.2018  
Review by – RK

**Agenda Item 5: Care Closer to Home Integrated Network (CHIN)**

PC informed the group of the CHIN programme which is a health system of care delivery supporting a programme of work to deliver more care and treatment in local community settings. The benefits of this is it will reduce dependence on avoidable and unnecessary hospital attendances and admissions, enable earlier interventions, promote individual and community health and wellbeing and provide more integrated, coordinated support to those most in need, including the frail elderly, children and those with long term conditions.

CHIN will help a reduction in hospital care activity and cost, reduction in the number of residents dying prematurely, enhanced quality of life for people with long-term conditions, more patients having a positive experience of care, more people supported to live with increased resilience and independence, while building upon their connections with the local community; faster and easier access to health professionals and other services that can help people to resolve their issues at an early stage before they become more serious. PC also informed patients of our in-house Pharmacist Helen Ghebrezadik, who patients themselves can contact if they have any queries on their medication or if in need of information.

**Agenda Item 6: Sustainability and Transformation Plan (STP)**

PC gave a brief description of the North Central London Sustainability and Transformation Plan(STP) and how it was progressing with Partners in Health Care coming together to coordinate health and social care across the area. There was some debate with some of the group who have a special interest in this and are concerned about possible wider implications for the future as a result of this plan.

**Any Other Business**

- PC informed patients that we are currently on about 80% EPS prescriptions, we'd like that to be 95% or higher
- Book appointments online, please use on online services

**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.