



Watling Medical Centre

Patient Participation Group

Committee Meeting

**Minutes of the meeting held
Thursday 13th July, 6.30 pm, at WMC Stanmore Surgery**

Present

Patients: HO (Chairman), SL, AM, DW, LG, BH, HR, TR

WMC staff: Dr MS, ST, LB, AS

- 1) **Introductions:** AM and HR were welcomed to their first meeting
- 2) **Apologies for absence:** Dr YS, PM, LG, MG, SS.
- 3) **Chairman's opening remarks**

HO commented that he and ST communicated regularly but had not really been very proactive in the last few months.

HO talked about a new exhibition he has been involved in at the Science Museum, a new Medical Gallery to be opened at the end of next year that will include a study of the NHS over the 70 years since it began in 1948. UC had got him involved through a contact while they were identifying a PPG and a medical practice. It will be a huge exhibition, covering most of one floor of the museum and intended to be maintained for 25 years. HO has been appointed to the Steering Group for the NHS section as a patient representative; a doctor from a practice elsewhere is representing GPs and there is also a hospital administrator.

They are seeking a variety of patients' stories for recording in documentary fashion. UC has been interviewed as has HO's granddaughter (type 1 diabetic from the age of 4). HR expressed an interest as he has stories about his father as a heart patient at Harefield and SL mentioned her brother who had qualified in 1948 and was chairman of the BMA at one stage. Dr S suggested PM may be able to help. HO will send around separately a summary of the project and anyone who is interested can contact him.

4) Minutes of Ordinary Meeting held on 9th March 2017

Approved as a true record

5) Matters arising from the minutes, not covered in this agenda

Dr S said the dumping in the car park at Stanmore surgery had slowed down, but now the camera has been stolen. The local counsellors had been responsive regarding the bins.

SL asked why the toilets were locked with a key code at Burnt Oak. Dr S explained it was because of drug users using the toilet. BH suggested installing blue lighting, known to have a deterrent effect.

Online appointments for nurses have been discontinued for the moment as inappropriate appointments were being booked. Patients can pre-book by calling the practice. HR said he would like to give some positive feedback about the nurses who called him back within 24 hours.

Barnet Federation

Dr S explained we are part of the Barnet Federation which consists of 63 GP surgeries. The CCG tenders contracts. Watling has a good strategic role. There are 3 current projects. One of those is 8-8 service; Watling Medical Centre used to be one of the hubs but the current and nearest hubs to our surgery are now at Millway or Oaklodge Medical Centres. GP appointments can be booked via Watling MC reception. Doctors are able to see your records with your consent and can prescribe and refer patients. Some Watling doctors work at these clinics. A central booking number for these clinics may be introduced in the future. It is a 3 year contract and patients can be seen for anything (other than mental health issues) during week days 6:30pm – 8pm and at weekends and can book out of hours by calling 111. Deidra asked if a pharmacy was available. **Action: ST will check this.**

Newsletter

HO said preparation of the next newsletter, intended to be a printed version with several pages, had not yet started. **Action: To be progressed by HO and ST.**

Closure of a local practice in Stanmore

A Stanmore practice has recently closed and some patients are in our catchment area; we have registered around 100 in the last week.

6) Report and update from the Practice

i) Telephone and appointments system

Dr S explained that currently we offer pre-book, on the day and telephone advice/triage/results appointments and home visits. The practice provides a considerable number of appointments more than recommended (current BMA recommendation is 72 appointments per 1000 patients). The practice is considering a reduction in telephone appointments for individual GPs. At the same time a duty doctor role will be introduced to deal with the overflow of calls. We are still debating this and it is going to be difficult to find a perfect appointments' system formula.

Any ideas are to be sent to HO. A final draft of any decision will be sent to the PPG, followed by 1 month of patient advertising before going live.

ii) GP Overload

Dr Shah explained that around a year ago a letter was drafted (born out of late and long working hours) with an aim to distribute this to patients. A draft was given to all committee members. Please can the PPG take this home and read and give feedback to HO. It is well known that primary care nationally is going through a crisis and Watling Medical Centre is no different in this. HO suggested featuring this matter in the next patients' Newsletter.

iii) Reception Concerns

A small number of negative comments about the practice from patients' had been published on NHS Choices. Some were appropriate, some not. There has been a combination of reasons and the nature of the complaints was discussed. On the other hand we have also had 3 or 4 extremely complimentary comments. PPG was asked for feedback. It was recognised that we have a well trained, courteous and effective reception team and, in general, people do not bother to leave feedback when the service they receive meets expectations. SL wanted to commend AC our receptionist.

A couple of members of the committee offered to help in receptionists' training (e.g. with role play). An iPad for patients to comment online while in the practice was also suggested.

7) PPG liaison with local network, Barnet Healthwatch and CCG

HO said it is a recognised problem that a lot of surgeries have no fully functioning PPG's, which is outside their contractual obligation and is a CQC requirement. In our Barnet West network of 15 practices, below 5 appear to have properly run PPG's. He observed that Harrow PPGs have a well organised network with a very strong input, yet there too only around a third of practices have a fully effective PPG. HO, ST and CP (PM from Oak Lodge MC), KM (PM from Millway MC), the Healthwatch patient liaison (RC – patient engagement officer funded by the CCG) are meeting next week to discuss a potential Barnet PPGs collaboration. A couple of other surgeries have asked to join to see what we can do to develop a structure. HO will report back about this.

8) Health Champions

Sanja gave a short update on Health Champions. Five new Health Champions have been engaged. They are all going to be based at Watling MC Burnt Oak for now, starting over the summer. PM and MO are looking for more volunteers. Further information is provided in the attachments.

9) Any other business none

10) Dates of next Meetings

Thurs 2nd November 2017 – Committee meeting (Note change of date from agenda and previous minutes).

Thurs 8th March 2018 – open meeting and AGM

HO thanked everyone for their time and contribution to the discussions. The meeting closed at 8.35 pm.