



Watling Medical Centre

## **Patient Participation Group**

### **WMC PPG Ordinary Meeting**

**Minutes of the meeting held  
Thursday 8<sup>th</sup> March 2018 7.00 pm, immediately following the AGM,  
at WMC Burnt Oak Surgery**

#### **Present**

**Patients:** Hugh Ogus (Chairman), Ben Harding, Sheila Levitt, Amanda Measures, Leslie Grant, Lisa Goldstone, Deidra Wayne, Michael Grossman, Navichandra Kamani, Sudhir Shah, Mavis Ogus, Marilyn Raymond, Maurice Wayne, Judith Fixler, John Fixler, Marco Zigiotti, M. Mahmood, C. Mahmood, Bob Davis, Lily Meghji, Aftab Noorani, Sonya Lejeune, Cynthia Adeokun, Tessa Grant, Margaret Sinclair, Nadini Varma

**WMC staff:** Dr Milen Shah, Dr Yvette Saldanha, Sanja Todorovic

#### **Apologies**

Tony Raymond, Stephen Galloway, Hafeez Rajabali, Brian Altman, Paula McLaren, Marcella Okekeh

#### **1. Election of Chairman:**

Nomination: Hugh Ogus

Proposer: Ben Harding

Seconder: Sheila Levitt

Hugh Ogus was unanimously re-elected to Chair the WMC PPG.

#### **2. a) Minutes of meeting held 2 November 2017**

Minutes were approved without any changes/additions

**b) matters arising** – none

#### **3. Update from the Practice** – ST updated on the practices' new appointments system that had been introduced back in October 2017. The main reason behind the change was the immense and ever increasing pressure on practices' clinical staff that was not giving them sufficient time to complete their daily tasks (those outside of direct patients' care). The main changes were:

- Introducing a limit to the number of phone call advice
- Introducing a 'duty doctor' system – one doctor per site am and pm. This doctor will mainly deal with the overflow of appointment requests and after making an initial phone assessment decide whether to bring the patient in for a face to face consultation. They are also responsible for all the urgent matters arising during their session.

General feedback from the group in regards to the new appointment system was very positive and did not seem to have greatly changed the way patients book their appointments or caused further delay in booking one.

One of the patients raised the issue of not being able to call or access online booking system first thing in the morning. Action: ST said that we can look into a system of having some of the afternoon duty doctor appointments bookable only after a certain time. In any case, duty doctor would usually take extra appointments if there is a real urgency.

Dr Yvette Saldanha updated on the local hub clinics (run by Barnet GP Federation) that are open 7 days a week 8am to 8pm. Closest ones to WMC are those at Oak Lodge Medical Centre (near Edgware Hospital) and Millway Medical Centre in Mill Hill. Appointments can be booked through WMC reception during our opening hours or by calling 020 3 948 6809 during other times. Clinicians at hub clinics are mainly local doctors (some of WMC doctors also) and they are able not only to treat but to refer and organise blood test results. The group discussed how to make patients aware of those. Dr Saldanha confirmed that they already advertised in local newspapers, walk in centres and Edgware community hospitals, practices' websites and waiting room screens and information panels. Doctors and other staff members also give details out when patients visit for appointments.

Dr Milen Shah updated on the range of clinical staff WMC offers and importance of giving them a chance to look after you. Those include: healthcare assistant, 2 nurses, nurse practitioner as well as a pharmacist recently employed to work two days a week. Two of our nurses run minor illness clinics.

Dr Shah also briefed about issues our Stanmore site mainly faces about cross border services' provision – mainly in district nursing team and community mental health services.

Several other updates about local developments were talked about:

**Barnet GP Federation** – A member organisation of all the Barnet GP practices. Practices remain independent but collaborate and share resources. There is a possibility of the Federation arranging to provide services and renegotiate contracts. Patients will be hearing more about this organisation in the future. Further information can be found on [www.barnetfederatedgps.org.uk](http://www.barnetfederatedgps.org.uk)

**CHIN** – Care Closer to Home Integrated Networks. There will be several phases of development of those and WMC is a part of the first phase. CHINs will work on redesigning the services and placing those closer to home. Dquist (Diabetes quality improvement support team) – diabetes transformation service is currently being developed across several practices

in Barnet, WMC included. The programme is envisaged to have a multi-disciplinary professional team including: diabetes nurse, GP with a special interest and a pharmacist all of whom would jointly look after a patient.

4. **“Health Champions” report** – In Paula McLaren’s and Marcella Okekeh’s (Healthchampion lead) absence ST updated on Healthchampion programme development. For those that were not aware, Healthchampion programme was developed by Watling nurse Paula McLaren as a version of social prescribing where patients are trained to signpost other patients to the range of local services. Anyone interested in participating will need to spare a couple of hours once a week. There will be another training of Healthchampions round soon. Those that have expressed an interest in the past will be receiving an e-mail with dates. It is very likely that the name will change to Care Coordinator in line with the national agenda. This is an opportunity for those with long term conditions to get involved in peer education programme.
5. **Working with other local practices** – see under 3 for Barnet Federated GPs and CHINs.
6. **Patient Group networks** - Hugh Ogus has been working on setting up a Barnet wide PPG network. There is a lot of interest amongst local practices and both, Barnet CCG and Barnet GP Federation, have come on board. The idea behind is to have ‘strength in numbers’ and to increase patients’ involvement in the local decision making and commissioning of services. Hugh Ogus and Michael Grossman have been invited to couple of Federation meetings and Hugh also delivered a speech at Barnet CCG’s AGM in September last year raising awareness of the local PPG groups and the importance of patients’ voice.
7. **Newsletter** – ST updated on the development of the WMC’s patients’ newsletter compendium with a view to be published by the end of April. The group discussed distribution options (waiting room, local libraries, local pharmacies, walk in centres etc)

**Actions:**

ST to forward the latest version to Ben Harding for comments  
Michael Grossman to liaise with local pharmacies to explore funding support for printing.

8. **Any other business** – Nadini Varma informed the group about the project she was working on – **Dementia Club**. The club will open on 21<sup>st</sup> March at John Keble Church and will run every third Wednesday of the month from 2.30pm to 4:30pm, in the Baden-Powell Centre (next to the church) in Deans Lane, HA8 9NT. It will include exercise classes, musicians, board games, tea/coffee. Visit [www.dementiaclubuk.org.uk](http://www.dementiaclubuk.org.uk) for further details.