

## **Patient Representation Group (WMC-PRG)**

**Minutes of meeting held Thursday 1<sup>st</sup> October 2015 at Stanmore Surgery**

**Present:**

**PRG Committee:** HO (Chairman), UC, BD, TR, ST, SG, KP, SJ; new participants: LM, DW

**WMC staff:** Dr YS (Senior GP Partner), Dr MS (GP Partner), KB (Practice Manager), LB (Reception Supervisor), AH (Health & Social Care Navigator for CBH clinical network),

**Guests:** AH (Everglades patient), Fr PR (Lane End patient, Chair of PPG), JS & CS (Park View patients), SM (Park View Practice Manager), Mr J (Millway patient), KM (Millway Practice Manager), CI (Mulberry patient), VH (Mulberry Patient Liaison Officer), DR & JR (Oak Lodge patients), AS (Penshurst Gardens patient)

**Agenda:**

- 1. Welcome and introductions:** HO (WMC-PRG Chairman) welcomed everyone to the meeting and asked everyone to introduce themselves. There was a brief explanation of the background of the surgeries working in networks, collaborating and supporting each other on various projects and services for patients: Watling Medical Centre, Oak Lodge, Everglades, Park View and two other surgeries (Deans Lane & Dr Makanji) form Colindale & Burnt Oak Healthcare Limited (CBH); Mulberry, Millway, Lane End & Penshurst Gardens form West Barnet Healthcare Ltd (WBH). There are also other networks in the West, South and North of Barnet.
- 2. Apologies for absence:** WMC PRG: FR, LG, BO, SS. WMC Staff: PM (Nurse Practitioner)
- 3. Chairman's opening remarks:** HO explained that CP, Oak Lodge Practice Manager had attended the last WMC-PRG meeting and discussed the possibility of the patient groups collaborating and supporting each other, as the practices do. HO then attended a meeting of practice managers in September and WMC have now invited guests from other surgeries to attend our meeting to observe how we work and to discuss the idea of collaboration.
- 4. Minutes of meeting held 11<sup>th</sup> June 2015:** approved as a correct record.
- 5. Matters arising from the minutes, not covered in this agenda:**
  - i) Feedback:** KB outlined the kinds of feedback that WMC had received via patient complaints, NHS Choices reviews and Friends and Family Test responses. Since January 2004, 91% of FFT respondents said they were likely or extremely likely to recommend the surgery. Negative comments

linked to difficulty booking appointments (4) or not being able to get through on the phone (2), Drs running late (1), wrong medications prescribed, (1) Drs rooms being stuffy (1), and some receptionists sometimes seeming harsh on the phone (1). The practice will review feedback regularly and discuss further with the patient group to monitor actions that may be taken to further improve services.

- ii) KB fed back that the low number of patients registered for online booking made a demographic analysis unfeasible. WMC could learn from neighbouring practice such as Millway and Oak Lodge who have been recognised by NHS England for their high online usage.

## 6. Liaison with other surgeries

- **Clinic and other sharing** – currently network dressings clinic held at WMC and Everglades, one per week at each site; previously also Minor Illness clinics. Wellbeing service is being rolled out from WMC to other network surgeries. Resources are available on WMC website and in reception.
- **Patient Groups** – HO thanked patients and managers from other surgeries for attending and invited them to meet as patient groups (with Chairperson or other representative) to see whether there was a way that we could work together. KM also asked HO for some support for his group, to encourage the patients to take the lead in chairing the meetings. KB will send out the minutes to managers/patients where she has email addresses and then HO will organise a meeting for those who are interested.
- **Recruitment week** – 5<sup>th</sup> October – all surgeries in both of our networks (WBH and CBH) are participating in a recruitment/awareness drive. We have flyers, posters and sign-up sheets and would appreciate some patients coming in to encourage involvement from others, so that we can increase engagement in all surgeries and increase the diversity of the patients represented on the groups. Fr PR said that at Lane End they have a focus group during baby clinic to engage young families. There was a discussion about how views are represented – eg emails, patient surveys and it was noted that there may be barriers to overcome if we wish to engage more patients whose first language is not English.

7. **Patient Group network – Harrow and Barnet:** HO reported back from his attendance at Harrow Patient participation Network events. The Harrow groups work together and support each other, with funding and support from the CCG, however Barnet does not have anything like this currently. This is something we would like to work towards.

8. **Action Plan update and progress report:** KB outlined the changes within WMC following a patient survey on “Access” – the documents are available on the WMC website, [www.watlingmedicalcentre.co.uk](http://www.watlingmedicalcentre.co.uk). Improvements include the establishment of a “call centre” at the Burnt Oak (main site) in May 2011. The branch site has no incoming patient calls and the “call centre” at Burnt Oak is separated from the front desk. Feedback from staff and patients has been positive. Some of the patients from other surgeries agreed that they felt it was

good to separate out the phones and the front desk. The reception desk is now open at lunchtimes and results are available from 11am till the end of the working day (longer than was previously the case). We have actively been collecting patient emails to improve communication and now have around 2000 stored in our database whom we can contact with important information or for feedback.

- 9. Update on changes resulting from the new GP contract:** Dr YS explained that NHS England have made it a requirement for all patients to have a named GP. However, we were given a short time in which to do this, so for our patients their named GP does not necessarily relate to their GP of choice. Patients can still see any GP at the surgery and if they are especially keen to have a particular named GP we should be able to accommodate this. Other surgeries may have managed the process differently.
  
- 10. Newsletter:** HO explained that we have produced two newsletters so far and are working on a third, however the member of staff who was helping to produce these has now left and we are looking for volunteers from within the Patient group who may have experience, an interest in and time to work on this. BD offered to help.
  
- 11. Healthcare Navigator:**
  - update – the service has been rolled out to Oak Lodge and there are plans to roll it out to the other practices in CBH network.
  - report on drop in sessions, including Lasting Power of Attorney, Advance Decisions, at Oak Lodge. The sessions were attended by patients from a few of the surgeries. There was a limited turnout but the sessions were useful and we hope to put on more events in future.AH explained that Age UK are holding drop-in sessions at Oak Lodge every third Wednesday of the month, 10.30am-12.  
Winter Well is a scheme run by Barnet Council to help vulnerable Barnet residents during the winter. We are waiting for resources but they will be coming to our flu clinics and providing surgeries with room thermometers and information on how they can help.
  
- 12. Flu Clinics:** WMC are holding walk-in clinics for the first time this year; other surgeries have done it in the past and we are trialling it. Last year patients from the group came in and handed out newsletters and raised awareness of the group and we would like the same this time, with the new flyers and leaflets created for the recruitment week. KP, BD, LM, HO and TR offered to help.
  
- 13. Any other business –** consideration of whether we conduct a new patient survey and request for help with this. Suggested topics – related to complaints or to the quality improvement project that one of our registrars is conducting, looking at how we deal with and give out test results, and how we could make improvements to this system. Further thought and discussion is needed within the group.
  
- 14. Dates of next meetings:** Thursday 3<sup>rd</sup> March 2016 (including AGM, Thursday 2<sup>nd</sup> June 2016, Thursday 6<sup>th</sup> October 2016.