

Queen's Avenue Surgery Patients' Participation Group (PPG) minutes of meeting, 17 April 2018

Present: Val Goss (Chair)(VG) Joan Wickham (JW) Malcolm Collins (MC) Yvonne Chakraborty (YC) Douglas Sager (DS) Hilary Marks (HM) Eve Hanley, practice manager (EH) Dr Batia Friedmann (BF) Dr Fiona Werth (FW) Dr John Demades (JD) Marj Carter (MjC) and Mehelli Modi (MM)

1. Welcome

Val Goss (VG) welcomed two new members Marj Carter (MjC) and Mehelli Modi (MM) to the group and gave them a brief introduction to the work of the group.

2 Apologies

Fred Carter Rose Echlin and Kevin Mullan

2. Minutes

The minutes of the meeting held on 17 November 2017 were approved with no corrections (with thanks to Rose Echlin)

3. Matters arising

VG reported that her visit to the baby clinic was still outstanding Dr Batia Friedman (BF) noted that attendance numbers at the clinic could be very variable and which will likely make this visit difficult.

Eve Hanley (EH) has updated the website with mental health information. Douglas Sager (DS) discussed the Haringey charter for better mental health services in the borough especially in relation to patients, carers and parents having difficulties accessing services in the borough. EH and BF to review with a possible view to adding information on this to the website.

EH noted that appointment information is now on the website and on noticeboards.

EH reported that the new IT system is live and is working well, that patients have been largely unaffected by the change and that new login details have been sent out to all patients. BF felt that the system is better for repeat prescriptions. Malcom Collins (MC) voiced concerns that patients will have to take personal responsibility to avoid stockpiling prescription medicines. Dr John Demades (JD) and BF noted that the CQC now requires a repeat prescription protocol and the practice is to amend it's protocol. JD also discussed concerns that not all chemists are doing medicine reviews appropriately. BF noted that there is a project ahead to encourage patients to self manage medication which will be helpful in this respect. BF also noted that the new system has an added feature which increases ease of use for repeat prescriptions for residential homes.

EH reported on a temporary staffing shortage as Ramila Choksi left after many years of service, She said that two new reception staff would be starting soon and that there would be two female staff who are computer literate in the morning and two in the afternoon starting soon. It was also noted that Dr Sivakumar comes in once a week now and can come in more frequently if needed.

Hilary Marks (HM) requested that the group discuss ideas for encouraging patients to become more active in managing their own health. During this BF noted that Haringey also has a system for this. JD reported that Exercise on prescription is available in Barnet. HM discussed the free access to gyms for over 65's in Haringey. JW mentioned that McMillan run a referral service for exercise classes at the Whittington Hospital where a series of one to one classes can be arranged as well as joining walking groups for patients with cancer. DS also mentioned that the stroke Association has support for patients available in this capacity as well and talked about Healthwatch which is based in Tottenham. HM underlined the importance of this approach particularly in relation to diabetes prevention and management as well as emphasising the importance of individual responsibility in maintaining health and managing illness. MC added that it is good to also be mindful when steering patients towards this more active approach to ensure it does not stress patients and cause them to worry unduly.

EH is to check what bigger practices do in relation to informing patients of their options to get involved with groups and services in this regard locally. The group has been tasked with feeding back to EH contacts and ideas for future consideration.

4. AOB

There was a brief discussion about access to the surgery during the later afternoon, when the door may be locked if all staff are busy, but a phone call should usually resolve the matter. The 75th birthday of the NHS was noted and grateful thanks to all NHS staff expressed.

The doctors reported that patient attendance at appointments has improved and no-shows are now reduced from a few years ago. This was a welcome development.

The 70th birthday of the NHS was discussed in gratitude with JW saying that the NHS had saved her life and this was seconded by DS and MC.

5. Next meeting

This will be held in about six months time and a date will be sent out closer to the time