

Queen's Avenue Surgery Patients' Participation Group (PPG)
minutes of meeting, 17 October 2017

Present:

Val Goss (Chair)(VG)
Joan Wickham (JW)
Malcolm Collins (MC)
Yvonne Chakraborty (YC)
Kevin Mullan (KM)
Douglas Sager (DS)
Hilary Marks (HM)
Eve Hanley, practice manager (EH)
Dr Batia Friedmann (BF)
Dr Fiona Werth (FW)
Dr John Demades (JD)
Rose Echlin (minutes) RE

1 Apologies: Fred Carter (FC)

2 Minutes of meeting, 29 November 2016: No corrections

3 Matters arising:

VG reported that her visit to the baby clinic was still outstanding and would be rearranged

Action: VG

The proposed letter to the National Patients' Association was no longer relevant

BF said that the Care Quality Commission report was now on the website and was good.

No complaints had been received about the loss of the electronic check-in which had been in the waiting room.

VG welcomed new member HM and explained the group's rationale. The group facilitates engagement between patients of the practice and GPs. Members aim to make the meetings useful by sharing information and raising patient concerns. The group meets a couple of times each year. A patient group is a requirement of the practice contract.

4 Practice matters:

The group was informed that Dr Siva has now retired but is still doing two sessions per week. BF and FW are doing extra sessions to make up the shortfall. The practice will continue to try to recruit a new GP.

A practice nurse (Angela Skerritt) was recruited in April. She works at the practice all day Monday and on Thursday mornings.

No further inspection is expected but the practice is fully prepared should another one be announced. BF reported that the practice scores 5* on NHS Choices, the only local practice to do so. The practice was congratulated on this success.

5 Patient concerns

DS let everyone know that he would be speaking at a Stroke Association event on 30 October at Winkfield Resource Centre in Haringey. It was agreed that a poster could be displayed at the practice.

Action: EH

DS further reported that he had joined an Expert by Experience mental health group. There were a number of mental health voluntary organisations eg MIND, CALM operating in the borough and he wondered why they were not included on the practice website. BF and group members were able to identify many more examples. JW said that her family had found Open Door very helpful following a referral from the practice. HG suggested that it could be useful to have information about dementia support.

It was noted that national Self-Care Week takes place this year 13-19 November with a focus on prevention and early intervention. There is a list of voluntary organisations providing support and some services on the National Association of Patient Participation Groups (NAPP) website. BF said that attempts are being made to get people to use pharmacists where appropriate. It was agreed that EH and VG would review the information available from NAPP and see whether any of the information might be useful on the practice website.

Action: EH/VG

BH said that the NHS 111 helpline could refer to the local Haringey GP hubs* more instead of ordering ambulances. The practice could make appointments for patients in the evening or at weekends so that they did not need to go to A&E.

She said that a lot of information was available through the internet but this could be a problem for older people. Some local training was available. DS said that many older people suffered from isolation and the ability to use the internet would help them stay in touch with their family.

MC raised an issue about moving people on from the practice. He asked that letters informing patients that they were no longer registered at the practice should be phrased sensitively. It was agreed that letters should be sensitive but, in many cases, patients who had moved away from the practice area, often into a different borough, had been asked many times to register with a practice near their new address and had failed to do so. This could cause problems if they required district nurse or social work assistance.

6 Any other business

VG asked the doctors about recent newspaper articles concerning sexual orientation questions. BF said the practice had not been notified of any such requirement. All agreed that such questions would be unnecessarily intrusive.

YC asked about progress on meningitis vaccinations for under-18s. EH confirmed there has been a good uptake.

YC then asked whether we could recruit two young members to the group if we approached Fortismere School. She was aware of several young people planning to go into medicine or related areas who were taking wellbeing courses as part of their A-levels and could be interested. EH explained that they would have to be patients registered with the practice.

Following discussion, it was agreed that some young patients would be approached within the practice.

Action: Doctors

7 Date of next meeting

1.30-2.30pm, Tuesday 17 April, 2018

*From Haringey Clinical Commissioning Group website

The hubs are located in the following three practices and appointments are available for anyone who is registered with any GP practice in Haringey:

- 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

Appointments in the hubs are available from 6:30pm - 8:30pm, Monday to Friday and from 8:00am - 8:00pm on the weekends and public holidays; however, opening hours will vary between the practices.

Anyone who is registered with a GP in Haringey can access the appointments at any of the hubs. To make an appointment, you can call your own GP practice during normal business hours or call 0330 053 9499 during the above hub opening hours.