OAKWOOD MEDICAL CENTRE

PATIENTS PARTICIPATION GROUP

**MINUTES OF MEETING HELD ON 11th July 2019**

Present:

Monty Meth (Chair), Sian Bevan, Stacy Holding, Elena Dellafiora, Martin Dunn, Lynn Lambert, Marilyn Brewster, Babu Shah, Rohinton Khajotia, John Hill, Maria Mitchell

Apologies: Tom Devine, Nevin Kaleli, Stephanie Jacobs

**Minutes of meeting held 9th May 2019** were approved as a true record.

1. **Matters arising**
   1. **Blood tests**- Sian advised that there was no update regarding the reinstatement of phlebotomy services at the practice. Monty, and others, reported that they had received a very prompt service at Chase Farm. However, there have also been some adverse reports of long waiting times.
   2. **Primary Care Network –** NHS England has instructed that all surgeries are to be grouped together geographically into a population of 30-50 thousand patients. Our PCN comprises 123K patients: Oakwood, Cockfosters, Highlands and Carlton House. Sian advised that the pros and cons are unknown; she will be attending a meeting in 2 weeks’ time with Stacey and Drs Jones and Dogan. Monty advised that he had asked the CCG what is the benefit of the PCNs. He will circulate their response via Sian. Monty proposed that one of the GPs should attend the next meeting to discuss the pros and cons of the network.
2. **Friends and Family Test -** June approval rating was 86% and mostly very positive comments.
3. **My GP App –** Stephanie had suggested this item for the agenda so it was deferred to the next meeting so she can raise the matter personally.
4. **Car Park –** Elena and her husband litter pick in the surgery car park every Sunday. There is evidence of anti social behavior occurring in this area. The practice spent over £4k last year to improve the lighting and security, including cutting back trees. Marilyn asked if the lighting around the surgery was activated by sensors; Sian confirmed that this was the case on the building. Elena had been in discussion with the Cockfosters Safer Neighbourhood Team and had been assured that they would be carrying out an overnight sweep of the area at the end of July. Elena undertook to send a further email to the SNT to outline the problems. Monty thanked Elena and her husband for their efforts.
5. **New Staff –** Sian advised that the two new receptionists, Amy and Angela, had started in recent months and were settling in well.
6. **PPG Meeting Frequency-** Sian reported that many PPGs do not meet in person, and have online meetings. She proposed that our meetings continue in person but quarterly rather than every 2 months. This was agreed.

1. **Did Not Attend Report -**There were 245 appointments out of 3750 lost during the last reporting period, i.e. 6.5%. This was a slight increase from 6% reported at the last meeting.
2. **AOB**
   1. John reported that he had been invited the join the Patient Reference Group set up the Enfield CCG, and that he had accepted. There should be 9 representatives but so far only 4 had been appointed. Meetings are to be held quarterly. He attended the inaugural meeting on 4th July 2019 and was unimpressed. The meeting started 15 minutes late and lasted for 2 hours. Much was what was discussed overlapped with previous discussions at the PPG and the PPG Network Group. He had 2 items to report:
3. Phlebotomy – more locations are to be made available for blood test appointments.
4. Reduction of hours at Chase Farm Urgent Care Centre – it was reported that the Centre would be closing at 9pm rather than 10pm as at present because the number of patients attending on that last hour represented only 2.76% of the daily total. John recommended that the PPG should oppose this decision because even if there are few attendees between 9 and 10 pm they have a need and right to be seen and the cut in hours was to save money, not help patients. Monty agreed and the meeting concurred. The closing date for consultation is 19th July.
   1. Sian reported that there had been changes to the Extended GP Access service provided by the CCG. The phone service was withdrawn on 1st July. From 8th July, appointments can no longer be made directly with the hubs; they must be made via the GP surgery or NHS 111 operators, who are triaging and making appointments as necessary.
   2. Elena asked Sian to find out what other PPGs discussed at their meetings. Do they have guest speakers?
   3. Maria asked what is meant by social prescribing. Sian explained that this means helping people with long term conditions that affect their physical or mental health such loneliness, depression or isolation, to get help to improve the quality of their life. The surgery can recommend patients that might benefit from this service.

Meeting closed at 11.00am

**Next meeting Thursday 17th October 2019 at 9.30am**