OAKWOOD MEDICAL CENTRE

PATIENTS PARTICIPATION GROUP

**MINUTES OF MEETING HELD ON 17th October 2019**

Present:

Monty Meth (Chair), Sian Bevan, Stacy Holding, John Hill, Elena Dellafiora, Tom Devine, Marilyn Brewster, Nevin Kaleli, Stephanie Jacobs, Babu Shah, Dr L Jones

Apologies: Lynn Lambert, Maria Mitchell, Martin Dunn, Rohinton Khajotia

**Minutes of previous meeting** were read out by Stephanie.

**Matters arising**.

1. **FFT**

The September report showed a good result of 95% which is our highest score to date and Sian felt it was very positive given the pressures over the last couple of months. John still feels that this is not a good system and that the two negative comments were vey unfavourable. We discussed again how data is anonymised and therefore is very difficult to follow up with the individual. If we can identify the patient by the contents of their comments then this is discussed with the team member involved.

1. **Appointments**

Stephanie raised the appointment system again and was questioning how appointments were released. Her question was whether these could be released on a set day.

Sian explained that as a general rule most appointments are added on a Monday but depending on the situation for that week i.e. annual leave, sickness, locum cover some additional appointments are added at a later day during the week.

Stephanie said she preferred the previous book on the day and 48hr system, but as explained before this has been put to a vote and the current system is the preferred one. John also mentioned that appointment booking of 6-8 weeks in advance was fairly standard across the board.

John went on to speak about his experience of using 111 and how efficient he found it but this is only available out of hours.

Sian spoke about the Hubs and where they were and how they work and that the previous walk in hub service has now been stopped. This was due to people out of area taking advantage of the system.

Tom mentioned that Parkview Pharmacy is operating an online GP service for £39 where you can have a consultation via video link. Sian explained that these services are and have been available online for some time but are not necessarily something we would promote.

1. **Diabetic Nurse**

Stephanie wanted to speak about the diabetic appointments as Asha is still on long term sick leave. She feels the system put in place by Dr Jones is inadequate and spoke about her personal experience where she had seen Nurse Karen E and not been issued a blood form for routine tests. She then spoke to Linda who located these within the blood test collection folder where filed but apparently without Stephanie being notified.

Dr Jones joined the meeting at this point and spoke about d-qist targets and the three T’s (BP 140/80, HbA1c < 58 and Cholesterol <5.) and that it is harder for some patients to meet targets than others due to age etc. which sometimes means that some tests need to be repeated where as others are within target so follow up would be less frequent.

She then went on to speak about Karen and that she is trained for foot checks and is undergoing further training on other aspects of Diabetic review and she will be discussing timeframes regarding repeat blood test.

Stephanie then went onto discuss her personal experience with a new BP medication that she felt wasn’t followed up appropriately and this was addressed by Dr Jones.

Stephanie went on to comment that she had been informed by Dr Dogan that a new diabetic nurse had been interviewed and Sian explained that this was not the case and that there has been a misunderstanding.

Stephanie then went on to ask what the process is for receiving and actioning private blood test results. This was in relation to her husband’s medical care and the fact that he was called for a test he had already had done privately. Dr Jones explained that these come in on paper and need to be entered onto the system manually.

1. **Merger of CCG’s**

Monty attended a CCG governing body meeting where the merger of the 5 North Central London CCG’s was discussed. This is part of NHS England’s five year forward view to cut management costs by 20%. He went on to inform the PPG that this appears to be going ahead and will not be put out for discussion with patients.

Enfield CCG are to hold the next meeting on the 18th December and Monty suggested that anyone that has concerns should attend.

Dr Jones said that this has been on the agenda for a while and that Enfield is currently the least funded borough out of the five so could possibly gain from the merger.

Monty enquired whether the Constitution had been received by the practice and Sian confirmed it had.

1. **PCN**

Monty enquired if there had been any changes since the PCN had been broken down into smaller groups. Dr Jones commented that there hadn’t and it is still in its infancy and so it had been a process of meetings to gain and share information on upcoming targets and future audits to be completed as part of the PCN network.

Dr Jones went on to say that the future plan is for the PCN to share services such as extended hours and employ and share clinical team members such as pharmacists.

Monty suggested that the PCN should be added to every meeting agenda for regular updates.

1. **Asit’s Memorial**

Monty requested an update on the PPG’s planned memorial service . Sian advised the PPG that the plaque had been ordered and PPG advised that Maria was making arrangements for the rose bush. Sian will advised Monty once the plaque has been received so that the PPG can organise a date for their memorial service.

1. **New Staff**

Sian informed the PPG that we have a clinical Pharmacist employed by the practice joining our team. She will be assisting in the management of some disease registers and medication and will hopefully help ease the pressure on the doctors by assisting with medication reviews and prescriptions.

John informed the group that Parkview pharmacists were trained to prescribe but unable to do so due to funding. Dr Jones wasn’t sure what the guidelines were around this so was unable to comment.

**A.O.B**

Flu Vaccines – We discussed again that we weren’t running a flu day due to the two different types of vaccine and for safety reasons this needed to be done in a consultation.

John expressed his dissatisfaction that the meeting came to a close without time for him to feedback on the PPG Network meeting he had attended recently. He spends a lot of time preparing and attending the meetings.

The length of the meetings was then raised and it was agreed that the 1.5 hours for the PPG meeting is adequate and there is no need to make them longer but it was suggested that we do need to make a point of sticking to the agenda and not to digress into personal experiences in detail, these should only be used as brief examples.

After the meeting a number of members raised the fact the meetings are being used for individuals to address personal issues/questions. It is felt that the meeting agenda needs to be respected by all and led by the chair so that all topics on the agenda can be address in a timely manner.

Dr Jones Briefly touched on the subject of Information sharing (HIE) which is the sharing of information between practices, Hospitals and community services.

 **Next meeting Thursday 16th January 20 at 9.30am**