

The Northern Medical Centre
Wednesday 18th September 2019
Patient Participation Group
Minutes

Introduction and apologies;

Justin Mason – Practice Manager

Jean Harris – Assistant Manager

5 patients: MB,TK,RS,VH,PS

Apologies 4 patients – unable to attend but receiving information via email

Discussion on what a Patient Participation Group is, what the aims and benefits a group can bring to the Practice. Leaflet handed out with information on PPG's

Minutes from last meeting –recap on some of the previous topics as new patients in the group

- Urgent triage system and how group felt it worked
- Role of the inhouse pharmacists and the benefits to GP's and patients
- On line access
- Return of Dr Fardon
- Survey outcome

Appointment waiting time discussed and the need for the receptionist to ascertain the need for any urgent triage calls so that they can prioritise these to the clinician, if a patient does not feel that they can discuss with the receptionist then they can have the urgent call marked as personal, however this is not a short cut to getting an appointment quicker as they will be told to make a routine appointment by the clinician if this is what is needed. The group were advised that receptionists are trained to identify when to alert the clinician to any patients that need to speak or see a clinician as an immediate priority eg chest pain asthma attack etc

The phone system was discussed and whilst it was acknowledged that it was not perfect the group were advised that we will be getting a new system at the end of the year when the current contract expires and we will be looking into the various systems available.

The group were informed about the new data sharing between services in North London that will come into place next month the benefits of this and how a patient can opt out if they wanted. JM also explained to the group about the EMIS system that is widely used by most practices in the UK.

The group were informed that we will begin our influenza vaccines in October.

JM told the group about our CQC visit happening shortly and the reasons and benefits of why these are carried out.

AOB – The group raised the following issues

It was felt that the JayX board messages needed updating and also rewording with a more friendly approach – *this has been actioned*

A member of the group asked about the leaflets and posters in the waiting area and was informed that these have been *updated and rearranged recently*

The waiting area was discussed and JM asked if the group felt that the rearrangement of the seating was better which they did. A concern was raised regarding privacy in the waiting area, it was felt that keeping the queue behind a line would help - *the practicalities of this will be looked into and a trial will carried out.*

The date for the next meeting was set for Wednesday 4th December 5:30pm, minutes and a survey form will be emailed to the group