**Minutes of PPG Meeting 10.12.14**

Venue: Oak Lodge Medical Centre (OLMC)

Time: 7.30pm

Attended by: Dr Sheryl Kaplan (SK), Caroline Peters O’Dwyer (CP), Jennifer Barker (JB), Louise Rendall (LR), Jean Ratcliff (JR), Denis Ratcliffe (DR), Harold Golding (HG), Estelle Golding (EG), Vince Patel (VP)

Apologies: Dr Siva Ramanathan, Harry Fleming, Naomi Fleming, Ibrahim Anwar

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1. Welcome

* SK thanked everyone for attending and for their ongoing support and involvement. Apologies given from those who could not attend.

2. Minutes of last meeting

* SK gave a brief run through of the minutes of the last meeting

3. Pharmacy Build Update

* Unfortunately the company behind the pharmacy build lost their high court appeal. This also means that the building will no longer be extended.

4. Network Update

* OLMC is working with other practices around Burnt Oak and Colindale as a ‘Network’ promoting initiatives across all the practices which covers around 50,000 patients. This winter a Minor Illness Clinic and a Dressings Clinic have been started to help with the winter pressures and there has been a very positive response.
* The Network is looking to provide other services such as in-house ECG testing and phlebotomy

5. Staff changes

* 1 new salaried doctor will be starting from January 2015 and all the salaried doctors are back from maternity leave. SK will be going on maternity leave from April 2015 and a locum replacement has been found for her.
* New receptionists have started (Maxine, Maggie and Michelle) and they are doing a superb job, plus the practice will be taking on another ‘apprentice’ receptionist to be trained up. The receptionists are finding that closing the practice between 1-2pm daily is a very positive step and it has improved morale amongst the staff.
* The nursing team has been joined by Nurse Zafeiro who can complement the team with her Minor Illness skills and Cami has gone on maternity leave.

6. Electronic Improvements

* CP explained that the Government are expecting practices to be able to:-
  1. Have Electronic Prescribing Systems. This is being rolled out across Barnet but OLMC will not enrol until March 2015 when any problems will have been ironed out
  2. Have Summary Care Records

7. PPG Key Priority Areas

* A discussion took place regarding 3 key areas that members of the PPG would like to see the practice focus on by the 31st of March 2015.
* The 3 agreed areas included:-

1. To assess the appointment system.

* It was agreed to complete a patient feedback questionnaire entitled – ‘How would you like to book your appointment?’, since it was felt that the practice was still not getting the balance correct between how many appointments we have available and when, therefore SK agreed to design a survey to look at this
* Given all the help the PPG members have given us in past years, SK is going to recruit the clinicians and receptionists to collect data this year, but any PPG member is more than welcome to come in and help if they would like.
* Data collection should take place from mid-January to mid-February.

1. Patient Satisfaction

* Given the large number of patients registered at the practice and the feedback received, it was agreed that patient satisfaction should be assessed. This would be done in the form of the newly introduced ‘Friends and Family Test (FTT)’ and reviewing complaints received by practice both on paper or verbally, or as postings on NHS Choice.
* CP explained that the FFT is when patients are asked if they would recommend this practice to someone else. OLMC has started this survey on paper but will eventually use the TouchScreen screen.
* Each month the figures obtained and comments, plus actions to be taken by the practice would be published on the practice website.

1. Refurbishment of the Practice

* Given comments made by patients on NHS Choices and previous PPG patient surveys, it was agreed by the partners that the practice should commence a refurbishment programme.
* At this meeting, PPG members saw the newly decorated waiting room.
* There are plans to have carpets cleaned and consulting rooms redecorated but these are decisions to be made next year depending on the budget
* JB asked about children’s toys. CP advised she is looking into having a ‘Children’s Area’ with toys on tables that are screwed to the floor
* New Touchscreens are being installed at reception. These will be used for patients to check in at and collect information such as smoking status. PPG members are invited to help our reception staff to teach patients how these work, in order to help reduce queues at reception.

8. Amalgamation with Network PPG

* CP is keen for OLMC PPG members to meet other PPGs from other practices in order to find out how other practices work and ways of making improvements.
* Barnet Healthwatch is holding an event on February 25th 2015 about PPGs. The Clinical Commissioning Group and representatives from the National Association of Patient Participation Groups will be in attendance. Time and location to be confirmed but all are welcome to attend.

**AOB**

* SK advised that the application made by OLMC to NHS England to close the practice list was rejected.
* HG asked about reception updates and was informed that lists are generated by reception staff for pharmacy collections so those at the front desk do not have to spend so long sorting out prescriptions, plus registrations are only done at certain times of the day.
* LR asked about the DNs as she was concerned how little involvement they had with her following an operation. SK informed group that sadly funding for DNs has been cut and they are very short staffed.
* HG commented that there are 2 different routes to be seen by audiology and the waiting time varies hugely.

Next Meeting – Mid/End of March for update on survey results