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## Patient Participation Group (PPG) Meeting Minutes

**Date:** 28 February 2024

**Time:** 12.30-1pm

**Venue:** The Practice @ 188 / MS Teams (hybrid meeting)

### Participants:

Raksha Savla (PPG member)  
Betty Gastwirth (PPG member)  
Maxine Dewhurst (PPG member)  
Laurence Kleerokoper (PPG member – chair)  
Kavita Hindocha (PPG member)  
Sandra Newman (PPG member)  
Susan Duboff (PPG member)  
Juliet Aghion (PPG member)  
Bernard Benn (PPG member)  
Ryan Bentley (Practice Manager - scribe)

### Introductions

The minutes of the January 2024 meeting were approved by the group.

### Actions from previous PPG meeting

It was agreed at the previous meeting to investigate ways of reducing the queue at the front reception desk.

The group noted the contractual issue with the self-check-in machine that currently sits with the North Central London Integrated Care Board (NCL ICB).

A suggestion was raised that this information should be made available to all patients through a notice on the machine.

**ACTION – Ryan to arrange notice for self-check-in machine.**

It was suggested that there should be a second queue at Reception to prioritise those who have an appointment on the day. The logistical issues surrounding this, due to challenges within the current premises, were discussed and will be explored further.

It was noted that the Perspex screen at Reception is not designed for two members of staff to help patients at the same time and that increased signage for patients who have appointments would be useful.

### Updates from Practice Manager

The group noted the recent closure of the Referral Support Service across North Central London due to budget cuts across the NHS in London. Ryan updated the group on how the Practice is progressing with these changes and keeping patients informed.

The recent measles alert from the UK Health Security Agency (UKHSA) (previously known as

Public Health England) was discussed. The group noted the Practice's three-tiered approach to this alert – staff immunisation, patient immunisation, and identification of cases.

### **Practice business plan 2024-2029**

The group noted the drafting of the Practice's five-year business plan. This is being drafted using feedback received from staff and patients, much of which aligns with one another.

Ryan will share the draft business plan with the group for comments ahead of its publication.

### **AOB**

Positive feedback was noted about the Practice's newly launched website.

The group discussed the length of the eConsult online form. It was raised that this is perhaps too long and therefore off-putting for patients.

**ACTION – Ryan to explore the contract with eConsult to find out what the tie-in is and whether it can be amended for ease of use.**

The group discussed ongoing issues with the Practice premises. It was agreed that more patient-facing information would be useful so people understand the current estates challenges and what is being done to address them.

It was also raised the stock is sometimes missing from clinical rooms which causes delays during appointments. The group suggested that all clinical stock should be readily available for clinicians to aid the efficiency of appointments.