

# ANDOVER MEDICAL CENTRE

270-282 HORNSEY ROAD  
LONDON N7 7QZ

Tel: 020 7281 6956 Fax: 020 7561 1515

Email: [andover.medical-centre@nhs.net](mailto:andover.medical-centre@nhs.net)

Website: [www.theandovermedicalcentre.co.uk](http://www.theandovermedicalcentre.co.uk)

**Dr Amita Varma**  
MBBS, MRCCGP, DRCOG,  
DFFP, DipPracDerm

**Dr Debashis Singh**  
MBChB, BSc (Hons)  
MRCCGP

**Dr. Rue Roy**  
MRCCGP,  
MBBS, BSc

**Sapna Carrasco**  
Business Practice  
Manager

## PATIENT PARTICIPATION GROUP MEETING Monday 12<sup>th</sup> February 2018@6pm

**Attendees:** *Sapna Carrasco (née Khurana) PM, Jana Berjakova CCA*

**PPG Members present:** *AC, EG, SF, NR, GL*

### Key Points Discussed:

- 1. Review of the last PPG meeting minutes;** JB Reviewed meeting minutes with the group.
- 2. Open Day** – Practice Newsletter covering the event was given to the group and JB has asked for feedback regarding the Open Day. SC later discussed learning points identified by the practice team should similar future events be held at the practice. Both the practice team and the PPG have found that the event was successful. Promotion and advertising of PPG meetings and events at the practice discussed. Events and meetings are also being advertised on the practice website, in the practice newsletter and in the waiting room.
- 3. Practice Nursing** – JB discussed nursing sessions and changes to nursing sessions at the practice. Nurse Practitioner DG is a prescriber now and is also further supporting the GPs through on call telephone triage. DG has fewer face-to-face sessions as a result but will hold additional clinics on Monday afternoons in February and March 2018. Practice Nurse PhekSim Leong is currently on extended annual leave but there are nursing appointments available in the iHub clinics run both here at Andover or at other iHub practices. Community pharmacist Chandani Sakaria is also currently based at the practice on temporary basis and is further supporting patient reviews. The group were informed that DG will be on maternity leave from May 2018 so a nurse is being sought for maternity cover.
- 4. Monthly practice meetings** – JB discussed the type of training that practice staff receive at the practice whole team meetings to be able to better support patient needs. **British Sign Language (BSL) service** have visited the practice to raise awareness on better support for deaf patients, efficient use and bookings of BSL interpreters. There is a shortage of BSL interpreters. It takes 7 years to train as a BSL interpreter. AC discussed her recent attendance at Healthwatch meeting and how strongly she feels about the lack of support people with hearing difficulties. **Homelessness training** – new registration rules mean that patients without a permanent address are now able to register with a GP practice of their choice.

Discussion followed and PPG were interested to know how many such patients the practice supports. JB explained the difficulties of hidden homelessness.

5. **Pilot Programmes at the practice:** - **MSK Pilot** – 3month pilot programme, based at the practice on Thursdays to provide MSK service on site, community based Whittington service. Referral via a GP and all MSK referrals are now sent to through this service. **Clinical Consultation Pilot** – system prompts and templates will provide a tick list allowing more efficient clinical consultation recording. i.e unwell child template discussed - > a set of answers will need to be ticked. **Online Consultation Pilot** – City Road Medical Practice model, Dr Roy and SC visited the practice and would like to implement this system of Dr clinical telephone triage here at the practice. PPG would see this change as a positive.
6. **Practice Premises** – SC discussed, building works are not going ahead despite full funds being allocated (previously only 67% funding was available). This is due to lack of permission by the landlord. The Lease of the premises will end in 2024 and so alternative options may need to be considered. PPG asked whether relocation may be an option, which it would be but only if it's within the Andover Estate vicinity as practice wishes to provide care to this demographic group.
7. **AOB** – SC updated the group that her new married name is now Sapna Carrasco (SC)
8. **Invitation to the next PPG meeting:** 14 May 2018, 6:00pm – 7:30pm