

**Winchmore Hill Practice**  
**Patient Participation Group**

**Meeting Minutes**

**Thursday 12<sup>th</sup> November 2015 at 6.30pm**

**Members Present**

Betty MacLeod (BM) Chairman, Peter Loach (PL), Rajinder Sunner (RS), Toulla Trupia (TT) Practice Manager, Dr C Sankaran (CS), Dr R Noor (RN), Trevor Gaunt (TG), Barbara Govey (BG), Trevor Watson (TW), Kathryn Blair (KB), Fiona James (FJ) invited speaker from Enfield Care's Centre.

**1. Welcome** – BM introduced herself, welcomed everyone present.

1.1 Apologies for absence – BM accepted apologies informed by TT

**2. Minutes of the last meeting** – approved

2.1 **Matters arising** from the last meeting – notice board has gone up.

**3. Invited Speaker** Fiona James from Enfield Carers Centre (ECC) gave us a very informative talk on the services provided for free by the ECC. There are an estimated 30,000 carers in Enfield and 1,000 of these are under the age of 18. The organisation is funded by the local council. Winchmore Hill Practice (WHP) has been amazing in supporting ECC in promoting services. The local Clinical Commissioning Group (CCG) call the ECC to contact the surgery and work with the GP's to help make carers aware of the service they offer. All services are offered free, amongst these are:

- Friendship group
- Counselling
- Meditation group
- Holistic therapies – massage therapies
- Advocacy work
- Benefits adviser
- Hospital worker who helps with communication
- Mentoring
- Support workers amongst whom they have Arabic, Turkish and Somali speaking
- Respite activities, which includes couples, acknowledging the change in dynamics in a relationship
- Work with Crossroads (an organisation that provides care in the home)

Most challenging group of people they work with are the 18-25 year old group. A lot of people in this group are dealing with single parents with mental health issues. GP's have contact details and can refer patients to the service. This is the only surgery that has agreed to do the Carers health check. We have Kim who is Reception Manager and is carers champion for the Practice. BM asked if our PPG could help support ECC. TT informed us that our surgery has one of the highest coded carers in the area. PL suggested it would be good to have a regular update on what is happening at the ECC. General comments were that the talk was very informative and helpful.

**4. Developing contact, encouraging participation**

4.1 Newsletter, leaflet, notice board, website any other thoughts and ideas.

**5. How can we encourage patient feedback**

5.1 Review areas of strength and in need of development but recognise the strengths.

- 5.2 Friends and Family Test (FTT) – BM asked if the surgery get many comments from patient feedback. TT informed us that number have dropped, various ways to encourage patients to do the FTT have been tried it is a rolling programme. PL asked if there were any key areas of views and how are we reporting back to patients, for example the Care Quality Commission (CQC) report will be of interest to patients. Are we making sure we are getting this feedback to the patients? BM asked if individual comments are dealt with. TT and RN both confirmed that particular issues are shared and discussed and also acted upon. PL further stated that we need to let patients know that issues are dealt with and areas of development are noted. BM reported that the FTT survey she volunteered for on one of the Flu vaccines days was successful.
- 5.3 Rota for future volunteer participation to encourage completion of FFT – this was introduced by BM and TT to the group. RS volunteered to co-ordinate TT will pass on RS email address to those that wish to volunteer. RS stressed that patients need to be made aware as why they are completing the FTT, how it benefits the practice and the fact that any comments left are noted and if needed are acted upon by the surgery.
- 5.4 NHS Choices website comments encourage the positive – patients need to be made aware that information on the surgery is uploaded on this site. PL asked for confirmation on the surgeries name as there has been some confusion RN confirmed it is Winchmore Hill Practice at Green Lanes Surgery. Patients should be encouraged to leave positive comments too. BG stated that she felt sorry for reception staff she can see they have difficult job. TT thanked BG for this acknowledgment.
- 5.5 BG commented on how well online booking and repeat medication request service works. Both BM and TT commented on the fact that patients need to take a certain amount of responsibility for the own appointments. BG stated that not all patients are able to use a computer, they may be sight impaired for example. KB requested that younger people should use online services / mobile texting are generally speaking easy for them.
- KB asked what proportions of appointments are made online, if we had more online appointments this would save reception time. How do we encourage more patients to do this? TT informed us that we have some but could have more if patients used them.
- 5.6 TW asked about influenza jab clinics, are any notifications sent out. Reply was that this no longer happens. We used to get funding to do this but this no longer happens. It is possible to send out mobile phone reminders as we do with appointments but people change their numbers.

## 6. AOB

- 6.1 BM initially raised a concern about the new Primary Care Access Pilot. BM highlighted the fact she first became aware of the pilot through newspaper articles in the local papers and by RS informing of her of what she had heard at the last Enfield CCG meeting she attended as a member of the public. RS elaborated on what she knew which was as follows; extra evening and weekend GP appointments are now available to Enfield patients to improve access in primary care.

As part of the national ambition to provide access to primary healthcare 8am-8pm, 7 days a week by 2020, NHS Enfield Clinical Commissioning Group (CCG) has commissioned the Primary Care Urgent Access service. This is a six month pilot running from 1 October 2015 to 31 March 2016 and providing a total of 15,000 additional GP appointments which will be available 4pm-8pm Mondays to Fridays and 9am-5pm on Saturdays.

The appointments are available to all patients registered with an Enfield GP practice, from two hub sites: Evergreen Primary Care Centre in Edmonton and Green Lanes Surgery in Winchmore Hill. The service is an extension of Enfield GP practices – providing more appointments both in hours and also outside of normal opening hours to give patients improved access to GPs. Patients can access this service via NHS111 by simply dialling 111, or via your GP practice who may refer you if they are unable to offer you an appointment within 48 hours.

However there was some concern from both that despite the fact that all 49 practices in the borough have a PPG and there are various Patient Engagement events including one held in September the first our practice or indeed any of the patients in Enfield hear about the services is through newspapers and attending a meeting of the CCG once everything had been finalised.

Other concerns raised were as follows: WHP is one of the hubs, how will this affect our admin staff, reception staff, additional pressure on our GP's, parking, waiting times in the queue to speak to a receptionist? RN, TT, CN elaborated on the service the WHP has agreed to provide which is as follows: WHP were offered to host the pilot, apart from hosting the service there is no other relevance. The GP's providing the services are not a part of WHP and use 2 rooms downstairs which were not being used; there is a separate receptionist and reception area for the service. Our telephone system is not used and there is no impact there. KB asked about car parking and we were informed that this was being reviewed. PL asked what the objective of the pilot is if they feel it works. TT answered that the service is providing acute on the day appointments. TW asked for confirmation on whether doctors at A&E have access to our medical records. RN replied not yet but with consent this is something that will happen soon. PL asked why patients do not register with GP's, RS answered that a survey was done by Healthwatch Enfield recently and one of the results showed that a lot of people do not register because they do not have the relevant ID. TT elaborated further that EU regulation says she believes that it is possible to register with a GP without certain ID's just proof of address is needed but she will look into this further and get back to us. PL stated that what we talked about here needs to be shared with other patients. TW/PL asked if there were instances where patients have been denied access. RS wants confirmation that patients have equal access as some practices have opted out of the pilot. PL asks what the views of the GP's present were. There were some thoughts around the fact that it may have been better to fund practices individually to provide more appointments and that some patients will still find it difficult to use the service due to travel distance, and the fact that they would be seeing a GP that does not have access to their medical history and therefore are likely to be referred back to their own GP's. RS stated that it would be beneficial in picking up on those cases where a patient needs to be seen urgently for acute care but is complacent about going to Urgent care or A&E.

- 6.2 KB asked if we still have stocks of influenza vaccines in excess. RN and TT confirmed we do have excess. Possibly due to the warmer weather also possibly due to the fact that last year vaccines were not quite right. These are offered to carers and others as appropriate.
- 6.3 BG asked if we have open meetings where people can come and talk, for example for diabetes, coronary heart disease, RN confirmed that this has been discussed and is a hope for the future and BM would explore this further.
- 6.4 PL asked if the CQC went well, he presumed from his contact with them that it did. RN thanked PL and BM for volunteering to help and a special thanks to BM who was present for the whole day. BM shared that it was a hard day for the doctors and she stated that RN's talk was very good!

BM thanked everyone for attending and the meeting was brought to an end.

## **7. Next Patient Participation Group meeting – Thursday 14<sup>th</sup> April at 6.30pm**