

## Winchmore Hill Practice

### Patient Participation Group

#### Minutes for Meeting Thursday 14<sup>th</sup> April 2016 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), Dr R Parbhoo (RP) Trevor Gaunt (TG), Barbara Govey (BG), Trevor Watson (TW), Cassie Zachariou (CZ), Hemani Rishi (HR), Geraldine Sweetapple (GS), Sevgul Ozkor (SO)

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
3. Matters arising from the last meeting – Friends and Family Test (FTT), general introduction was given by TT for those new members that were not familiar with it. RS added that Healthwatch Enfield highlighted Winchmore Hill Practice (WHP) for good practice. CS also informed a little more about the usefulness of the FTT. HR shared with us some of her experiences in getting the survey completed some as follows:

A sanitiser should always be available at the front desk, plasma screen could be used to prompt patients to complete, ipad would be useful for those that can use, also it can be used to direct patients to the practice website. Clarification was given as to what services the FTT covers.
4. Appointments – Some members present expressed concern over the difficulty in getting an appointment. We were informed by the doctors present and TT that 2/3 of appointments were on the day appointments. Therefore there are fewer routine appointments. The appointment allocation system was explained to us other questions regarding appointments were answered. . We agreed that a clear simple statement could be made in the next newsletter explaining the appointment system this may help alleviate some of the frustration felt by patients when trying to get an appointment. We were also informed that WHP has lowest number of A&E attendance, which meant the majority of time the patients were seen in a timely manner.
5. CQC inspection update – TT gave us an update on the inspection in which the practice was given an overall rating of GOOD. RS asked for clarification on a point about the cleaning contract.
6. Registration Process for new patients – clarification was given, as the need for catchment area, ID and validation, all the information is on the website.
7. WHP being used as a hub – the practice is no longer being used as hub, although Evergreen was until this also finished end of March. The most likely reason for this is that patients in this area generally are able to get an appointment when they need one or they prefer to be seen by their own GP.
8. Access to medical records – we were informed of the process and what records can be accessed. Information on how to do so is also on the website, will be in the next newsletter too.

9. Inviting speakers – There was a discussion as to whether there was a need to have speakers come to the practice, whether there would be a large enough group of patients that would attend / be interested in one subject. There are already events in the borough that cover specific health topics. It was suggested that perhaps there could be a book in the waiting room containing information about events in the borough.
10. AOB – RP asked for suggestions on how to deal with DNA's, RS asked what is already being done, RN shared that after 3 DNA's a letter goes out to the patient. SO suggested that patients be made aware of the cost of DNA's to the practice, perhaps in the next newsletter and the plasma screen. This was agreed to be a good suggestion.

TG stated that the abuse of the car park by people clearly not in the surgery needs to be thought about. RN advised we are unable to stop people parking as it is too difficult to monitor.

RN asked the PPG if they had any suggestions on how to deal with rudeness towards staff, in particular towards reception staff, by patients. RS suggested a notice of zero tolerance and then patient removed from the list if this is not adhered to. RN shared that currently receptionists make a note of the patients being rude in the system and doctors then talk to the offending patient after their consultation.

BG asked if the downstairs disabled toilets were going to be repaired soon as they had been out of order for some time. TT informed us that it had been looked at but it is a big job, so may take some time. BG also asked about toys for children in the waiting room after over hearing another patient, TT clarified that health and safety was an issue here.

The meeting was closed at 8.30pm all were thanked for attending, the GP's present were especially thanked for their time.

Minutes taken by RS