

## PPG Virtual Meeting – Tuesday 12<sup>th</sup> November 2024 – 5pm

### Attendees:

#### **Patients ~**

Jenny Jean-Charles (JJC)

Pat Hughes (PH)

Patrick Mitchell (PM)

Lidia Erlichman (LE)

Margaret Kitson (MK)

Caroline Ibegbuna (CI)

#### **Hanley PCC ~**

Dr Craig Seymour (CS)

Stella Toffee (ST)

### **Minutes of Meeting**

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#### **1. Introduction and Overview**

- **CS** provided an overview of the history of IGPF, including its community clinics (Gynaecology and ENT services) and the IHub service in Islington.
  - IGPF currently operates four practices.
  - The ethos of IGPF centres on:
    - High-quality patient care.
    - Proper coding and accurate recording of notes.
    - Supporting and looking after staff.
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#### **2. Questions and Discussions**

##### **2.1. Budget Impact**

- **PH** inquired about potential impacts of budget discussions on the surgery.

##### **2.2. Patient Feedback and Complaints**

- **JJC** asked for an update on patient feedback and complaints.

##### **2.3. Organisational Structure and Performance**

- **PM** questioned whether IGPF is a for-profit organisation.

- **CS** confirmed it is, but reassured attendees that there is no intention to sell off the organisation.
- **PM** highlighted that Hanley Practice was voted the worst GP practice in Islington last year, asking if this was due to issues with doctors, administration, or other factors, and what actions were taken.

#### **2.4. Econsult Process**

- **JJC** shared concerns about being directed to eConsult without being offered alternative options by reception. She highlighted worries about elderly patients struggling with eConsult.
- **CS** explained that eConsult is only operational during practice hours for safety reasons, as it is unsafe to leave consultations unaddressed outside working hours.

#### **2.5. Flu Jab and Patient Access**

- **MK** expressed dissatisfaction about not receiving a flu jab from the HCA and shared that she has not seen a GP in years.

#### **2.6. A&E Referrals and Past Provider Accountability**

- **PM** requested data on how many patients are advised to go to A&E via GP contracts.
- **PM** asked if the previous provider faced any repercussions for their performance.

#### **2.7. Staff and Service Feedback**

- **PH** inquired if staff were transferred under TUPE regulations.
- **PH** shared his experience of being deactivated from the surgery but praised Imogen for re-registering him immediately and providing an RSV jab.
- **PH** also complimented Allison at reception for excellent service.
- **PM** reiterated how poor the reception service had been in the past but noted recent improvements with interactions involving the HCA and pharmacist.
- **MK** agreed, stating that many patients left the practice due to poor service historically.

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### **3. Positive Feedback and Recognitions**

- **CS** highlighted positive feedback from the Friends and Family Test (FFT), noting that staff members such as Dr. Alex Knight, Dr. Ben Scheuringer, Alfie, and George were specifically mentioned.
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#### **4. Future of Patient Participation Group (PPG)**

- **JJC** asked about the practice's expectations for the PPG.
  - **CS** encouraged patients to contribute agenda items for future meetings.
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**Meeting Adjourned.**

**Next Meeting:** January 2025 TBA

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