

**Park Lodge Medical Centre
Minutes of Patients Participation Group Meeting
Saturday 01 April 2017**

Item	Discussion	Action Point
1	<p>Introduction</p> <p>RN and CS re-introduced themselves to the PPG members present. They are Partners from Winchmore Hill Practice (Green Lanes) and have taken over Park Lodge Medical Centre effective 1st April 2017.</p> <p>Brief discussion of previous meetings minutes. Group pleased with improvements of informing PPG members of agenda, practice newsletter and last minutes via email.</p>	
2	<p>Waiting times</p> <p>Group expressed desire/need to be informed on how late the clinicians are running when arriving for their appointments e.g. displaying it on the waiting room screen.</p> <p>NHS and other systems we use e.g. Jayex and Wiggly Amps do not really communicate with each other therefore it may prove difficult to create a waiting time schedule for patients.</p> <p>The Practice/Management will look into effective ways of achieving this.</p>	<p>AB, GK, RN & CS</p>
3	<p>Update on Changes at Practice</p> <p>Reason for Practice Merger briefly explained to group – NHS England requires more than 1 partner and it was solely Dr Kouloumas left. Therefore the 5 partners at Winchmore Hill Practice are now also the 5 partners at Park Lodge Medical Centre. This also puts the practice in a better position in bidding for funding for better services.</p> <p>Dr Kouloumas said he will eventually retire but will continue working as a salaried GP.</p> <p>Many patients have complained about receiving too many text messages for test results, therefore we have stopped the service that sends these out until the issue is rectified.</p> <p>The sign in screen which had some issues in the past was serviced at the end of last year (2016).</p>	

	<p>Practice now has an onsite Defibrillator.</p> <p>Noted discussion on a practice newsletter to update patients on changes and developments at the practice which has now been circulated by email to the PPG and is also available on the practice website.</p> <p>Patient numbers: 8,500 at Park Lodge Medical Centre 16,000 at Winchmore Hill Practice</p> <p>No definitive date when CQC's next visit will be.</p> <p>There were Infection Control issues and building issues highlighted during the inspection therefore we are working towards rectifying these issues immediately. There will be some building work carried out on the practice e.g. changing the sinks and the flooring. Submission of the plan has been sent to NHS England.</p>	
<p>4</p>	<p>Seven-Day Hub Service</p> <p>PPG updated on forthcoming Hubs running on Weekday nights 6.30pm to 8pm and Saturdays & Sundays from 8am to 8pm, offering routine and emergency appointments to patients in the borough. The practice's Hub will run from Woodberry Practice and started 27th February 2017.</p> <p>For emergency appointments at the Hub during out of surgery hours, appointments can be made via calling 111.</p> <p>Mention of the government's plans to have a service within primary care running 7 days a week.</p> <p>PPG briefed on how the Hub will operate which will comprise of solely GPs at the moment and Nurse Practitioners in the near future.</p>	
<p>5</p>	<p>Services</p> <p>The consultation services provided by GPs are being reviewed e.g. referrals for major surgeries (if the patient can live with the issue without it adversely affecting their day-today life then referrals may be postponed).</p> <p>Prescription medications will be reviewed. Some medications will be removed off the prescription register and be available to buy over the counter at pharmacies.</p>	

	<p>Patients are encouraged to take responsibility of minor ailments and seek other ways of improving their way of life in order to reduce certain illnesses e.g. quit smoking to reduce risk of lung cancer.</p> <p>Options on trying home remedies before seeing GP e.g. colds Also Pharmacists do more than just dispensing medication e.g. minor ailments scheme, sexual health advice.</p> <p>More information is available on the NHS website: http://www.nhs.uk/Livewell/Pharmacy/Pages/Yourpharmacy.aspx</p>	
6	<p>Patients Information</p> <p>Patients are encouraged to leave positive feedback on the practice and NHS choices website as NHS England look at this.</p> <p>The Patient Satisfaction survey deadline has been extended for a few extra weeks and is available in the reception waiting room. This will be sent off to NHS England.</p>	
7	<p>Suggestions & Feedback</p> <p>Receptionists and Clinicians to hand out patient satisfaction survey at the end of each consultation to encourage patients to complete and get a higher response rate.</p> <p>Need to continuously improve communication between practice and patients.</p> <p>PPG can provide information to go on to the website after approval by partners.</p> <p>PPG members found Practice newsletter informative and useful.</p>	<p>Reception staff and Clinicians</p> <p>AB, GK, RN & CS</p>
8	<p>The Future</p> <p>Workforce recruitment is ongoing.</p> <p>Practice is looking into providing patients with specialist services that cannot be carried out at Park Lodge, at the Winchmore Hill Practice in 6 months to 1 year.</p> <p>The PPG have agreed following discussion that Saturday surgeries at Park Lodge will be stopping but we will continue to do extended hours on weekday evenings (Tuesdays and Wednesdays). Hub services have started giving access to patients over the weekend.</p>	

	<p>Eventually Park Lodge Medical Centre will close and all services will move to the Winchmore Practice as it has more space for more services and more car parking spaces for patients. However this will happen in a number of years.</p> <p>The practice will encourage the PPG to run autonomously eventually.</p> <p>Also both practices' Patient Participation Groups will merge.</p>	
9	<p>Next Meeting TBA</p>	