

**ABERNETHY HOUSE**

**MINUTES OF THE PATIENT PARTICIPATION GROUP**

**HELD ON: Thursday 27<sup>th</sup> September 2018 @12.30pm**

Item	Action
<p><b>PRESENT:</b> <b>Dr Ihab Youssef - Partner</b> <b>Mrs Iman Habib – Practice Manager</b> <b>Lynsey Weaver - Admin</b> <b>IR – PPG Lead</b> <b>JP - Member</b> <b>HS - Member</b></p>	
<p><b>1) Welcome and introductions</b> <b>2) Minutes from last PPG Meeting</b> Nothing specifically to action from last meeting. IR requested information regarding the phlebotomy service at CFH/NMH/Cheshunt due to the service being taken away from AH. PPG informed of all the walk-ins available and process for booking at CFH. Also discussed the Hub/111/Barndoc services and how the system works for these services and who AH advises to call when the surgery is closed. PPG were advised our OOH message instructs 999 for medical emergency or 111.</p> <p><b>3)Practice Development Plans</b> <b>a)Practice Telephone System</b> – PPG advised of the new telephone system and the change of provider. Initial teething problems discussed but it was concluded that the problems now are in house and the patients are not at risk. <b>b) Flu Vaccine Campaign</b> - Advised there are two types of vaccine this year one for under 65’s and one for over 65’s. Clinics are available for booked appointments and we have four walk in dates. It was confirmed that pharmacies advise AH when a patient has the vaccine at the pharmacy and this is recorded on individual’s notes. IY advised that IH has arranged for text messages to be sent following the walk in dates for eligible patients that are still showing as not had the vaccine. <b>C) Over the Counter Medication</b> – IY advised the PPG that the CCG has implemented guidelines for GP’s to be able to advise patients of OTC medications that do not need to be prescribed. The GP is able to give a printed list of around 30 medications that can be bought over the counter. It was discussed that we will always act in the best interest of the patient and the GP will act accordingly when deciding if appropriate to advise patients of the guidelines. Following this IR asked about Evidence Based Medications.</p>	<p><b>Possible AH “Services event” to promote the flu vaccine</b></p> <p><b>Subject to be advised in the Winter Newsletter</b></p>

IY explained that we are seeking the advice of specialist consultants when needed to advise if certain patient's presentation is in need of action.

**D) Trainee's at AH**

IY explained the role of the trainee's and that we are a training practice and what this means for the patient. IY also advised of a new service that we may use at AH under the title of Physician Assistant to work alongside the GP's.

**E) Text Message/Accurex/iPlato**

IY explained the process of the iPlato and Accurex system and the differences between the two systems. PPG were also informed of a scheme that is being put in place for the surgery to re contact patients regarding Aortic Aneurysm/Cervical Screening and Bowel Stool test for the over 60's. IY also explained the Minor Surgery clinic run at AH.

**4) Patient Access**

IH explained what Patient Access entails and the level of access a patient can have to their notes/ordering repeat prescriptions/booking appointments. It was explained that a new form has been put in place which explains to the patient about consent and responsibility of information. IR expressed the possibility of a demonstration at the Enfield over 50's forum to show the members a step by step process of the Patient Access website.

**5) Email for PPG**

It was discussed that a generic email is going to be set up for the PPG – this will be set up by IH. Purpose of email is for all the PPG members to be contacted collectively with regards to dates of meetings/minutes/ideas. It was also discussed that for future meetings this could be a virtual meeting. It was also discussed of the promotion of the PPG in encouraging school mums and dads and the younger generation to sign up for the PPG.

**6) Winter Newsletter**

IH proposed a Winter Newsletter for the patients of the surgery to include promoting the services that the surgery runs and to include a paragraph from the perspective of some of the PPG members. It was agreed that IR would submit a paragraph regarding the flu clinics, HS the OTC medication advice, and JP the text message service. Also included would be a text by IH explaining the Patient Access service and the Trainee GP's at AH.

**7) Developing plans for community outreach on health and well-being.**

It was discussed for the possibility of one of our GP's to speak at the Enfield over 50's Forum to discuss health and

**Possible "Open Day" regarding AH services and promoting them to the patients**

**Demonstration of the Patient Access service.**

**Email to be set up by IH and all members informed.**

**All text regarding the different services to be sent to IH by the end of October – Winter Newsletter to go out November**

wellbeing within the community. IR advised that the meetings are usually the last Tuesday or Thursday of every month. The last Tuesday of the month the meeting is held in the council chambers at Enfield Civic Centre. This was discussed as a possibility and IR would supply IH with the contact details of the contact for the over 50's Forum. It was also discussed that the talk could be promoted in the Winter Newsletter and the date for the talk could be late January/early February 2019.

#### **8)Enfield CCG Patient and Public Engagement Meeting and PPG Network**

IR and HS advised they do attend the above meetings but the attendance is generally poor.

#### **9)Actions for the next six months**

- **Winter newsletter**
- **Open day at the surgery or a local hall**
- **Email for PPG**

#### **10) AOB and date of next meeting**

Date of next meeting has provisionally been set at Thursday 28<sup>th</sup> February 2019.

IR advised she attended the flu walk in clinic on 25<sup>th</sup> September and observed a few things to discuss. IR advised that the walk in was very busy and the good will of the patients who had to stand to queue was evident. Reception staff coped well with a very busy surgery. IR also advised that she thought the surgery looked tired and in need of a deep clean. IH advised that we are in the process of booking a deep clean, the cleaner's hours for the surgery have been increased and the surgery is cleaned every day.

IR also advised that an alarm sounded whilst she was in the surgery – it was unclear what the alarm was for but IR advised that the staff were unaware of what the procedure was. It was agreed this would be discussed in the next practice meeting.

**GP talk to be organised for Jan/Feb 2019**

**Next PPG meeting 28<sup>th</sup> February 2019**