Spur road surgery PPG meeting minutes:

Agenda:

1. Surgery update
2. Significant events
3. CHIN project
4. Complaints and comments
5. AOB
6. Meeting started by thanking PPG members for their time. Update given on various e.g. flooring, fridge for specimens etc.

Expecting another CQC visit soon as one due in June could not happen as Dr. Das was on holiday and technical issue.

1. Sig. events: these are events from which we can learn from
* June: Two doctors booked for the same session;

Lesson learnt is to improve communication and use of available spreadsheet or wall calendar so that it can be checked

* May: locum doctor did not have login detail as he was a replacement by the agency. Doctor on annual leave had to come from her home to help.

Lesson: to train staff and change access on smart card

1. Break down of the phone lines for about full 24 hours in the practice.

Lesson: Business continuity plan amended for better response in future.

1. Malware Cyberattack: Did affect the surgery and the doctors had to use hard copy of patient records and work manually. Some consultations had wrong dates but none of the patients’ files were affected.
2. CHIN: Care closer to home integrated network.

Government’s new STP initiative is creating CHIN. For Haringey the focus is prevention of type two Diabetes. Tyne mouth Health Centre is the hub chosen for the 47 GP practices in the area. Targeting 50,000 patients.

1. Complaints and comments: Services that we are thinking of developing are: Women’s health and sexual health. LARC is considered as a service that can be offered.
2. AOB:

Action:

* For patient asking for appointments must be asked the reason and written down. This helps doctors. Also need to check when were they in last and why?
* I pad to be used in the surgery for uses as to show consultation
* Surgery website to be displayed as an app ( to find out)
* App for complaints and complements to be explored
* URL on website to be checked