

Primrose Hill Patient Participation Group
Notes of meeting held on Tuesday 26 November 2019 at Primrose Hill Practice

Present: PPG: John Nutt (chair), Lillian Shapiro, David Nissan
Practice: Dr Abanti Paul

	Item	Action
1	Welcome & Apologies <ul style="list-style-type: none"> Sally Mackenzie 	
2	Minutes of last meeting (12 April) <ul style="list-style-type: none"> Lease – the Practice lease is tied into others in the same road; there was a sticking point about the Practice requiring a break clause some time in 2020, as required by NHS. This has now been agreed so the lease will now be signed. Patients complaint data – still not received, AP to chase Phone apps and test results – patients need to get a one-off code from reception, and must come in in person. AP will ask Eddie to write an article for the next PPG newsletter re the apps Availability of Flu etc vaccines – now got everything except for children’s injections, which is coming soon 	<p>AP</p> <p>AP/Eddie</p>
3	November Open Meeting <ul style="list-style-type: none"> Reflections – JN thanked AP for the refreshments, which were well received PCNs – AP is going to a meeting on Thursday – Enfield, Haringey, Islington, Barnet and Camden are merging to become North Central London CCG; there will be one constitution NHS Long Term Plan – the national health service will include social care – 2022 Practice staffing – Megan has resigned because she is moving, she leaves in January. One of the assistants is also moving. AP has a replacement for the assistant but still looking for the nurse. Problem is lack of rooms. Is there any space in the new development at back of Post Office? Staff want full time, not part time, but don’t have the rooms for that. No physio – because no space! Social prescribing – govt promised extra funding for that. No JDs yet so the Practices aren’t entirely sure what to look for in applicants. AP would like them to help with the Patient Activation Measure (PAM) – select high risk group and get them to complete a questionnaire. JN has a list of available services – give to Eddie for website Open Meeting – Next speaker - Dr Papalia’s husband? AP said she had seen an article about Lifestyle Medicine, which sounds very interesting. She will go to one of the seminars and review. Also discussed that it would be interesting to get a specialist in Sleep. AP to source a speaker. 	<p>JN</p> <p>AP</p>

4	<p>CQC Practice Review – went well, don't need another one until 2023</p> <p>The results of the questionnaire given out at the Open Meeting, and also in the surgery, were:</p> <ul style="list-style-type: none"> • 78% in satisfied with appointment waiting time • 88% satisfied with type of appointment • 83% satisfied with the experience of making an appointment <p>AP said appointment waiting time is now 3 weeks; average in Camden is 4.</p> <p>Hub – Hub appointments should be offered at reception if appointments are not available at the practice, this isn't happening. Also not offered automatically on the app.</p> <p>Blood test results can now be given on the phone immediately</p>	AP/ Eddie
5	<p>Online Registration for new PPG Members</p> <p>Noticeboard – Barbara found a key, and has given it to JN. This is the only key (maybe we should get more cut?). JN has removed the Open Meeting notice, so now space for some more info – maybe put some self-refer details, also something appealing about becoming a PPG member!</p> <p>We thought SM may be able to do this, as she did such a good job on the Open Meeting poster</p>	SM
6	<p>On The Hill Magazine –</p> <p>Practice Aims needing promotion by PPG – would fit nicely into an article for On The Hill. Dr Kandya could write an article? SM happy to co-ordinate. We need his email address, AP will ask and get back to us.</p>	AP/Dr K/ SM
7	<p>Next meetings</p> <ul style="list-style-type: none"> • Open Meeting & AGM – Thursday 14th May 2020 • Practice - Monday 27th January 2020 3pm 	