**Primrose Hill PPG/Practice Meeting**

**19 May 2022**

**Meeting Notes**

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| * **Present:** John (Chair & taking notes), Abanti, Sanja, Izabela, David, Jeremy, Sally (via MS Teams)
* **Minutes of last meeting 09.02.2022:**
	+ Telephones – adjustments have been made to the system so that more calls can be picked up. More staff members able to answer calls during the peak hours 08-10am daily.
	+ Patient List – reported at having increased by over a thousand and since February an extra 250 patients have registered at the practice. Only patients living in the catchment area can register.
	+ Practice Management – Sanjay now rejoined as Practice Manager & Izabella as Operations Manager supporting him in particular with administrative duties.
* **New Practice Website:** New improved look website to go live next week. John remarked that it was much easier to navigate and initial impressions were excellent. PPG committee members to be emailed with the link.

 Staff training on the new site continuing.* **CQC Inspection Report:** The report gave an overall rating of 'Good' on all areas. Full report can be read on the new website.

Particular thanks are due to Sanjay and Izabela & the medical team for their efforts in preparing for the inspection.* **Practice Services update:** Appointments being offered either by face-to-face or by telephone or video with patients offered a choice where appropriate and the telephone triaging system is continuing to be offered.
* **New Services:** Caoimbe, the paramedic now making 4 home visits & 7 frailty assessments on Tuesdays and Thursdays.
* **Primrose Hill Project:** A new initiative, a large scale study led by researchers at UCL with local GP surgeries to address higher risk of cardiovascular disease among people with severe mental health problems. Meetings with the service manager to be held in the following week and it is hoped that the work will commence by July.
* **Medication Review:** Will be ongoing during prescription request process and also pre-booked for a structured medication review.
* **Extended Access Project:** Currently in planning stage with discussions ongoing across the PCN and with PPG's engagement to offer exte
* nded hours at the surgery eg on Saturday mornings etc Once all agreed & implemented the 'Camden Hub' system of out of hours appointments may be discontinued.
* **Other:** Lauren, the Practice Pharmacist can now prescribe.
* **Covid-19 Vaccinations:** Will continue being offered at home visits to housebound patients but system in hibernation from June to September. Awaiting NHS advice about future booster programme.
* **Long-Covid:** Patients are referred to UCLH and community service.
* **Premises:** Howarth and Litchfield have been appointed to

1Continuedreport on capacity and available space at PH and other surgeries. Initial suggestion made that expansion by extension at back of premised at Regent's Park Road might be a solution. This would obviously need planning permission and agreement with Landlord.* **Complaints Data:** An anonymised breakdown of complaints was circulated – all issues being resolved.
* **PPG Committee:** As raised at last meeting the committee's membership needs strengthening. David suggested that a Doctor's approach to an appropriate patient was more likely to be successful. Sally also suggested that an appeal be made via the Primrose Hill Community Association. John to follow up on this.
* **PPG Open Meeting & AGM:** It was agreed that this should be postponed now until October. Long-Covid was suggested as an appropriate topic for a guest speaker. David recommended a young friend who could talk of his experience and Abanti could provide a clinician to lead. It was agree to revisit this at the next meeting.
* **AOB?:** Sally asked about reported shortage of HRT medications. Abanti said a consultant would be talking to Gps to offer advice on the issue and to provide awareness of alternatives etc.
* **Next Meeting?** It was agreed that we next meet at 11 am on

Thursday 25th August 2022. Please note in your diaries!2 | **Action**SanjayJohnAll |
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