

## **Primrose Hill Patient Participation Group**

### **Notes of meeting with the Primrose Hill Practice on Monday 22 May 2017 at 1pm**

Present: Dr Jane Lim, Dr Abanti Paul, Simla Patel, Barbara Wood, Eleanor Sturdy, John Nutt, Doro Marden, David Nissan (arrived late)

#### **1. Staff Turnover**

Dr Lim reported that there were difficulties with staffing, with 2 salaried staff doctors on maternity leave (back in December and February) and one on long term sick leave.

#### **2. Door**

Des Pellicena had offered to help with this, but he had not been contacted back and the difficulty of the heavy door is outstanding.

#### **3. Waiting Time and Doctors on Duty Information**

Waiting times for each doctor do come up on the notice board but the loop is very long. Ideal would be a whiteboard updated each day by the receptionists as happens in hospital clinics, Simla to look at this possibility and see where it could go.

#### **4. Information about Doctors**

Photos and information about doctors to be on the website and a board in the corridor to be expedited.

#### **5. PHPPG Joining Process and Website updating**

The form on the website to join the PPG does not seem to link to anyone or anything. Simla to check how this works, and receptionists to be reminded that there should be a place for paper forms and they should contact the PPG secretary to collect them.

Simla can arrange to put information on the website if it is sent directly to her.

#### **6. Saturday Appointments**

The PPG had heard that Saturday appointments were not being regularly offered to patients who ring on a Friday. Receptionists had done the training.

#### **7. Thursday Opening**

The surgery is supposed to be opening on Thursdays from October as part of the CCG's Universal Offer.

#### **8. Information for Patients**

The Practice Leaflet has information, the PPG had asked for a chance to have input into the content but this had not happened. The surgery had a health visitor and a psychology 'Team around the Practice'.

Pharmacist Mr Lalani is not part of the surgery team but operated in parallel.

Eleanor showed the new LB Camden leaflet on healthy living and requested that it should be actively promoted by doctors and other staff.

### **9. Federation and GP Grouping**

Primrose Hill Surgery is part of the Central Health Evolution (CHE) grouping which includes 9 practices altogether, including Swiss Cottage who will take over some back office work. There is to be a meeting on 16 June and a PPG representative would be appointed. Barbara pointed out that it was not good practice to have a single lay member of a committee there should be at least 2.

PHPPG would like in due course to meet with the other PPGs in this grouping to share experience and ideas.

### **10. The Universal Offer**

Primrose Hill 'surgery had signed up for all 9 of the areas, including services for homelessness. However parts of family planning and post-operative wound dressing were areas still being worked out with other practices.

The CCG home visiting service had been discontinued as not being cost effective, but Primrose Hill doctors were continuing to do these where necessary and the Oldfield clinic was continuing, though not so frequently of late. The CHE might have its own home visiting service in due course.

### **11. Future Plans for PHPPG**

John pointed out that 19 to 24 June was National PPG Awareness week. Agreed that a text should be sent out from the surgery asking for new members. PPG to work out wording and Simla to sort out joining process before then.

Agreed to hold an Open Meeting in late September/early October in the library to tell people about changes in GP services, and Dr Lim to approach Adrian Tuchman from the Marie Curie Foundation as a speaker on care of long term conditions and end of life care. Doro to check for a suitable Tuesday with the library.

### **12. Problems with Relationships in the surgery**

Dr Paul said that the surgery was likely to lose its accreditation as a GP Training Practice. This was because of a breakdown in the relationship between the partners.

PPG members urged the partners to use mediation to resolve the issue as a matter of urgency, acknowledging how difficult that was.

### **13. Date of Next Meeting**

This was fixed for Monday 11 September at 1 pm at the surgery

DM 24/05/17