OAKWOOD MEDICAL CENTRE

PATIENTS PARTICIPATION GROUP

**MINUTES OF MEETING HELD ON 9th May 2019**

Present:

Monty Meth (Chair), Sian Bevan, Stacey Holding, Elena Dellafiora, Nevin Kaleli, Stephanie Jacobs, Martin Dunn, Tom Devine, Maria Mitchell

Apologies: Lynn Lambert, Marilyn Brewster, Babu Shah, Rohinton Khajotia,

1. **Introductions –** Monty asked if anyone had heard how John was. He arranged to make contact with him via Sian.

**Minutes of meeting held 7th March 2019** were approved as a true record.

1. **Matters arising**
   1. **Single Offer**- Monty explained that a Freedom of Information request to the CCG revealed that £1.2m had been paid to Enfield Healthcare Cooperative Ltd to administer the Single Offer.
2. **FFT**

Negative comments had increased, mostly regarding appointments and delays in seeing the doctor of up to one hour after appointment time. These delays are mostly caused by doctors spending more time on complex cases and emergencies. Details about making appointments via the Hub will be displayed on the new notice board, and announced on the answer phone message.

1. **Blood tests**

Monty was disappointed that the practice hadn’t put up more resistance to the withdrawing of Community Phlebotomy services across the borough. Sian reported that the service had affected 13 practices but that they had no option as the Royal Free refused to provide the service after their funding was cut by the CCG. She said that some surgeries to the west of the borough were still offering this service because they were linked to the North Middlesex Hospital. She stated that they had been in discussions with the North Middlesex for the last 2 months with a view to having phlebotomy services at the practice again, and hoped to have an update by the next meeting.

1. **Primary Care Network**

Sian explained that the practice was about to join with other practices in the area, i.e. Southgate, Cockfosters and Highlands to form a Primary Care Network (PCN). This is to provide additional services, e.g. a pharmacist. The details are still sketchy, but the practice had to sign up by 15th May, and the service goes live in July. The practice will receive a one off fee to set up the network. The Clinical Director will be Dr Sarit Ghosh, but this initiative is not part of Medicus group.

1. **Minor Ailments Scheme**

Tom advised the meeting that he had contacted both Bambos Charalambous MP, and NHS England. NHS England simply referred him to the CCG. He had a reply from Bambos, who in turn had received a lengthy explanation from John Wardell, the Chief Operating Officer of Enfield CCG. The gist of the explanation is that “Ultimately, prescribing decisions rest with the GP or clinician in liaison with the patient”. Sian said that the reality is that doctors must not exceed prescribing targets set by the CCG, and will be called to account if they do. Tom said that the whole thing discriminates against those entitled to free prescriptions, and this buck passing between NHS England and Enfield CCG was farcical.

Monty thanked Tom for all his efforts.

1. **Availability of Appointments**

Sian reported that appointments were still problematic but that patients were being offered same day emergency appointments by phoning in at 8am for morning appointments, and midday for afternoon appointments. She advised that a new GP, Dr Dharani Selvejah, would be joining the practice as a locum, in the hope that she may become permanent, and will work 2 days a week covering 4 sessions. This should ease the pressure on appointments.

1. **DNA Report**

There were 207 appointments out of 3411 lost during the last reporting period, i.e. 6%. Sian stated that this is still not a true representation and that the true figure should be nearer to 4.5%.

1. **AOB**

Sian reported, on behalf of Marilyn Brewster, that the British Lung Foundation leaflet on Breathlessness was very useful. She advised that this leaflet is available online, as well as in the waiting area.

Meeting closed at 11.10am

**Next meeting Thursday 11th July 2019 at 9.30am**

**Post meeting message from John Hill 22nd May**

Dear Monty,  
I am so sorry not to have had the opportunity to send my apologies for  the meeting.  
My radiotherapy ended last Friday and I have been rather unwell since then.  
Getting back to some form of normality is taking time.  
Catching up with my diary is a problem.  
Thanks for your concern.  
The after effects will just take their course.  
Best wishes   
John