

Nightingale House Surgery

Patient Participation Group Meeting

April 19th 2018 - 2pm-3pm

Minutes

Attendees

Mr Mike Faulkner (Patient) Mrs Christine Stevens (Patient) Mr Beresford Lee-Moore (Patient) Mr Mark Warwick (Enfield Carers Centre) Dr Abidoye, Dr Aka, Dr Chong, Tracy Kocabali (Practice Manager) Nicola Loftus (Senior Nurse), Val Gary (Senior Receptionist) Nadia Shirley (Nurse)

1. Welcome, introductions, terms of reference- Dr Abidoye – Partner

2. Enfield Carers Centre- Mark Warwick Carers GP & Hospital Support Officer

Mark described the help and support provided by Enfield Carers Centre such as information on finances, benefits, respite, activities and counselling. He explained that as many as 10% of patients could be caring for family members (for us that would be 650 patients!). Mark has agreed to come in and run an information session for us on June 11th, to coincide with carers week.

3. On-Line access – Tracy Kocabali Practice Manager

How can we increase uptake of on-line services?

All GP Practices have a contractual requirement to increase uptake in use of on-line services. This is to better help patients manage their conditions, and to improve ease of access by reducing telephone calls into the surgery.

We agreed that the Reception staff would print out on-line access codes for all patients attending appointments in May.

4. Enfield Healthcare Cooperative - Dr Aka

The Enfield Single Offer (ESO) contract consists of eight locally commissioned services as listed below:

Atrial Fibrillation
Pre- Diabetes
Latent TB
Prostate Cancer
Wound Care Management

Dr Aka explained how the Clinical Commissioning Group (CCG) has a responsibility to procure certain services above and beyond 'core' general practice work. They have awarded the contract for these services to Enfield Health Care Limited (EHCL) a group headed up by local GPs. They will insure that all patients in Enfield have access to these services, where in the past individual practices could choose whether they would offer them or not.

The services are designed to prevent illness and hospital admissions, and eventually save NHS money.

So far the atrial fibrillation case finding (pulse checks) has been the most successful whereas latent TB care finding has yet to take off due to some hospitals not offering the blood test. Prostate cancer monitoring by GP practices has yet to start until the hospital consultants can agree a safe pathway for the patients.

5. PPG way forward – Tracy Kocabali – Practice Manager

We aim to recruit further members for our Patient Participation Group, from various ages and backgrounds. We will ask our online group for ideas when we send out the minutes of this meeting.

6. Any other business?

Mr Lee-Moore pointed out that the on-line booking sometimes has no visible appointments. Val explained that can happen when GP's are on leave or when we are very busy. We discussed the 100 patients per month who miss their appointments, dentists can charge for missed appointments but we cannot.

Mr Faulkner pointed out that it may be difficult for people who work long ours to attend appointments. We discussed the extended (early morning) appointments and the local 'Hub' where our patients can be seen during weekends and bank holidays.

We are awaiting the next round of funding to make our waiting room more accessible to people with disabilities.

Next meeting?

Summer 2018