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**MINUTES OF PATIENT PARTICIPATION GROUP MEETING HELD ON TUESDAY 13TH MAY
2014**

In Attendance:- Dr. J.S. Warren, Dr. Thomas, Dr. Abidoeye, Dr. Chong, Marilyn Davis (Practice Manager), Kim (Secretary).

Ann Long, Rita Wiggins, Ina Foote, Joan Hayes, Jagdish Patel, Ushaben Patel, Nellie Graham, Heather Lee-Moore, Beresford Lee-Moore, Florence Lawrence, Leslie Lawrence, June Armit, James Armit.

Meeting was chaired by Dr. Thomas.

Dr. Thomas informed the meeting that the local CCG were very keen for practices to set up a Patient Participation Group. The local CCG are in charge of commissioning services and think that by creating a Patient Participation Group it will give patients a say on improving services.

Dr. Thomas informed the group as to difficulties the surgery face regarding appointments.

Dr. Warren brought to the attention an example of a complaint that was made by a patient who was offered an appointment but because it was not at the time that they wanted, was unacceptable. This was one example but stated that complaints like these are unreasonable.

Dr. Thomas stated that there will be changes to the surgery in the near future. One reason being that our long standing Practice Nurse Sylvia will be retiring in June. The practice will be replacing her but this is a change that will affect the patients. Dr. Thomas also stated that there will obviously be other changes affecting the practice in the future.

It was felt that it would be a good idea if the reception staff had name badges so that patients knew who they were talking to. It was also felt that when reception staff answer the telephone they should state their name before they carry on with the conversation.

Mention was made to patient's who fail to attend their appointment. The doctors pointed out that unfortunately there is very little that they can do apart from writing to the patients regarding this. The practice is however going to bring in a system whereby the practice will send a text to the patient reminding them of their appointment. This service however is only successful if the practice has an up-to-date contact number and unfortunately it is

common practice for patients not to inform the practice when they change their telephone number.

In the near future there will be a facility whereby patients can book their appointment through the internet with the doctor. There will be only four or five appointments per session per doctor available with this service. It was not however known when this facility will be commencing.

In the near future patients will also be able to order prescriptions through the internet and also electronic prescriptions will be available. Again it was not known when this will start.

Patients were unaware that the practice had a website and it was mentioned that it would be a good idea if this could be displayed in the surgery.

June Armit mentioned that she felt there was a lack of information on display at the surgery regarding carer facilities within the borough. Doctors said they would address this.

Ann Long mentioned that she felt the phlebotomist should wash her hands between every patient. It was pointed out that this would not be practical and that as the phlebotomist changes gloves every time before taking blood there was no risk of cross contamination.

Beresford Lee-Moore asked if the policy regarding emergency appointments could be explained, which Dr. Thomas did.

It was asked if we had a specific district nurse attached to the surgery which unfortunately we do not.

All the patients attending the meeting agreed that the practice staff were polite and helpful.

It was decided that the meetings would take place every four months and the next meeting would be in September. It was suggested that if possible there should be an agenda. Anyone who wanted something put on the agenda should contact Kim a week or two before the next meeting to that this can be added to it.

Date of next meeting to be confirmed in August for September