

## **PPG MEETING-MINUTES**

**Location:** Meeting Room Ground Floor, Freezywater PCC

**Date:** 24<sup>th</sup> March 2017, Friday

**Time:** 18:15

<b><u>Attendees:</u></b>	<b><u>Apologies:</u></b>
✚ Dr T Sadhu	✚ Mrs B Perham
✚ Dr A Datta	✚ Mrs Maureen Hart
✚ Mr Martin Malecki	✚ Ms Althea Thorogood
✚ Mr John Bates	✚ Mr Paul Thorogood
✚ Mrs Amanda Ahern	✚ Mrs Betty Ford
✚ Mr Bryan Lindsell	✚ Mrs M Pigott
✚ Mrs Judith Rose	✚ Mrs Jennifer Mansfield
✚ Mr A Perham	✚ Mr Alan Mansfield
✚ Mr Patrick Enenmoh	
✚ Miss Susan Barlow	
✚ Miss Patricia Pigram	
✚ Mr Alfred Ford	

### **Minutes of the meeting**

- Telephones** – The telephone system still hasn't been upgraded. The Practice decided that it will be a tremendous cost to change the operator now within last 16 months of contract with Daisy Health care.  
 To overcome the busy times special measures like more call handlers in the morning have been put in place.  
 Recent power cut has damaged the surgery telephone system. It took 4 working days for Daisy to fix the problem. NHS England was made aware of the issue. Phone lines were diverted to an emergency mobile phone.  
 It has been suggested by the PPG Chairman that from next time onwards if something like this happens Iplato should be used to message patients about the telephone system being down.

- **Concerns over appointment system** – Patients were complaining that there were not enough emergency appointments on the day.  
Keeping this in mind the appointment system has been changed and there are more on the day appointments now. They can be booked by phoning the practice at from 8am (Mon-Fri).  
PPG members have suggested that some of these appointments should be opened after 10am.  
The practice will provide more nurse appointments. Clinical Pharmacist Sally Brown will be starting in April 2017 as she has finished her training. She will be seeing patients for minor ailments.
- **Online Access** - Freezywater PCC is one of the high achieving practices in Enfield for Online Access. Patients can book and cancel appointments ,request repeat prescriptions and also view their medical history though this portal. Practice will like to encourage more patients to register for this service by speaking to reception staff.
- **Sevenday appointments for North Enfield District** – Appointments are offered to patients between 8am-8pm everyday. The practices providing these services are Evergreen Surgery, Carlton House and Woodberry Surgery.
- **Financial position of practice** – The practice is undergoing a PMS review and is likely to lose 15-20% of funding in the near future.
- **Who is responsible for whether a referral to the hospitals is sanctioned or not** – All routine referrals go via the Enfield Referral Services (ERS) and all urgent referrals go directly to the hospital.
- **Children’s Play area** – Kids playground is a health and safety issue and we cannot risk having it.
- **Next PPG meeting** – To be established