



PRIMARY CARE CENTRE

Drs Chowdhury, Sadhu, Razzaq, Datta, Sarkar, Jayaratnam
Freezywater Primary Care Centre, 2B Aylands Road, Enfield EN3 6PN
Tel: 01992 676 202/ Fax: 01992 764 570

PPG MEETING-MINUTES

Location: Meeting Room Ground Floor, Freezywater PCC

Date: 24 Nov 2015, Tuesday

Time: 18:30

Attendees:

- + Dr T Sadhu
- + Mrs Carol Kilgallom
- + Mr Martion Malecki
- + Mrs Maureen Hart
- + Mr Bryan Lindsell
- + Mrs Judith Rose
- + Mr John Bates
- + Mr Patrick Enenmoh
- + Mr Anthony Pigott
- + Mrs Margaret Pigott
- + Mrs Rosemary Turner
- + Mr Douglas Turner

Apologies:

- + Mr A Perham
- + Mrs B Perham
- + Ms Althea Thorogood
- + Mr Paul Thorogood
- + Miss Patricia Pigram
- + Mrs Betty Ford
- + Mr Alfred Ford
- + Miss Susan Barlow

Agenda Items

1. Changes in management structure-introduce Martin Malecki (Practice Manager)
2. Feedback for NHS choices from patients
3. More patients access to services
4. Elect new chairperson for PPG
5. New flu appointment system 2015
6. Existing appointment system feedback
7. Primary care urgent access
8. Any other business :
 - Messaging
 - Telephone System
 - Prostate Cancer Support

Action Items

1. Introductions were made by Dr. Sadhu who has introduced Martin as a new Practice Manager; Martin has been a high level manager in the University College London Hospital and will be a great asset to the Freezywater PCC. He will introduce new ideas and will take pro-active approach to help Freezywater PCC and provide the primary care for the patients that they are entitled to.
2. Telephone system is not good, there are only two lines. There is no clarity on the system: We are meeting with the providers in December 2015 to look in to it and upgrade the system. Also there will be more call handlers from Jan 2016 as we got to deploy admin staff to support call handling during peak hours.
3. Same day appointments, is there a time limit when you can book these?
There are only 30 appointments available on-the-day-only (first come first serve basis). People in a cloud waiting should be given reference number. This will all change when we upgrade the telephone system and deploy more call-handlers.
4. There's no information upstairs:
The boards upstairs should be updated. Martin said that cameras will be put in place for patient's safety and there will be more notice boards for the patients.
5. We need feedback from patients regarding the clinicians that we had employed recently. Are the probationary GP's allocated to the patients instantly? Yes, they have their own list, as Dr T Sadhu explained.
6. Patient access, EMIS access- department of health will make this accessible for patients regarding their medical records (medication, appointments), all results. Patients will be able to see all the results in the near future.
7. Dr Sadhu assured that new doctors are very thorough, especially Dr Chan. The appointment system will get better, Martin will see to this.
8. There is a problem collecting patient's feedback as data can only be submitted to NHS England electronically .Martin wants to implement the comment cards. As these will not be accepted by NHS England we can use them to improve things. Most of the patients cannot use NHS choices but they will be happy to use comment cards.



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9. Flu clinics are now run on Saturdays as well. Text messages are send to patients. Problem – patient details are not always updated when they change.
10. Best thing to make a routine appointment is to call after peak hours.
11. New PPG chair elected- Mr John Bates
12. New PPG deputy elected – Mr Patrick Enenmoh.
13. There should be open events so people will come to practice to meet. This should be advertised on posters, websites, practice notice boards, web media TV etc.
14. Coffee machine is not a good idea. Because of the risk of spills, CQC , infection control.etc
15. To move things forward will be good to have a practice newsletter, leaflets. PPG should be added to the practice leaflet. It is also suggested that it can be in few other languages. But some don't agree to that.
16. Primary care urgent access- GP practice needs to be open 7 days a week. CCG's have an idea to run a pilot scheme for service Saturday: 4-8 PM, Sunday: 12-6 PM in future plans. This has started in October. After 6 months this pilot will be reviewed.
17. Practice will loose 20 % of funding next year as said by NHS England.
18. Patrick Enenmoh will work with Martin Maleki (Practice Manager) to set up a support group for people with prostate cancer.
19. Next meeting need to be In January but there's a 3 week notice should be given.to be confirmed.