

**Notes of the  
Brunswick Park Medical Practice Patients' Participation Group (PPG)**

**Held on Tuesday, 29<sup>th</sup> May, 2018 at 19.00**

**At Brunswick Park Medical Practice, Brunswick Park Road, N11 1EY**

**“Protect Your Practice”**

**Attendees**

**Chair:** Elliot Finer

**Practice Staff:** Dr. Ilozue, Ed Poole

**Members of the PPG:** Janice Hembrow, Linda Jackson, Seyer Kayikci, Lois Chaber,  
Larissa Barlow

**Apologies:** Jo-Anne Raye

Members of the PPG met with Dr. Ilozue and Ed Poole specifically to discuss ways of presenting information to practice patients to ensure their co-operation in enabling the medical staff to manage their workload and also provide the best service to patients.

Dr Ilozue summed up the situation at present.

**Context**

Historically Barnet had many single-handed practices. Now some of these practices have amalgamated to share amenities. The direction is to become bigger, and there are now a number of super-sized practices.

Brunswick Park at present has about 8,500 patients with Dr. Ilozue and Dr. Okonkwo as Partners and holding the contract. Dr Okonkwo wishes to retire, and Dr. Ilozue is looking for another Partner either to join the practice, or join with another practice. This is proving problematical as the doctors at present in the practice are too young to become Partners.

The practice needs a core of four permanent doctors. In the present climate young doctors prefer the flexibility of part time work, or else working as locums. This puts extra pressure on the core doctors in terms of extra paperwork and overall supervision.

**How patients can help**

It was decided at present to concentrate on managing appointments.

Dr. Ilozue recognises that patients need to be informed and reassured that the doctors are there for them. However in order to manage the doctors' workload, patients need to regulate their need for face to face appointments.

1. Patients should be helped to recognize that to achieve optimum health requires a partnership between the patient and the practice.
2. Patients need to understand the process of making appointments.
3. The practice wants every person booked with a doctor to actually need one.
4. The practice needs to educate and direct patients to different agencies that can be consulted first, e.g. Pharmacies, the practice nurse.

Actions:

- (a) The practice will produce leaflets which draw on the above background and explain the different routes that can be taken for an appointment. Doctors will hand them to patients at the end of a consultation, where doing so seems appropriate. Further short leaflets will be produced to explain other aspects of the appointments system, e.g. use of the 'hub', and their contents will be distributed and communicated in all available ways.
- (b) The practice will make a series of videos for the surgery television: the content of the videos will broadly mirror the content of the leaflets.