

Minutes of the

Brunswick Park Medical Practice Patients' Participation Group (PPG)

Held on Tuesday 24th April 20018 at 19.00

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

Attendees

Chair: Elliot Finer

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

Members of the PPG: Janice Hembrow, Linda Jackson, Seyer Kayikci. Lois Chaber, Janet Slade

Apologies: Jo-Anne Raye, Larissa Barlow

1. Referrals Transparency

Subgroup met to discuss how information on the referral process might be conveyed to patients. They also examined information and flow charts provided by the CCG and Healthwatch. CCG suggested a trial by the practice and Avril has been collating information.

Action: Subgroup will meet with Avril to clarify how referrals are dealt with. **Ed Poole**

2. Surveys

Surveys are continuing to be sent out.

Action: Will be collated at a later date

Ed Poole

3. Medication Review

Dr Shah gave an overview of her information sheet for patients on the prescription process. She said that Doctors spent a disproportionate time dealing with prescriptions, and it would help if patients could be involved in the process to streamline the service. There will be a review in a year's time. In discussion, the draft leaflet was praised, but patients present explained why the proposed 7 days' maximum time for a request before the medication runs out was too short; and they suggested an addition to explain the information the surgery needed if a patient expected to be away (e.g. on holiday) during the relevant period

Action: PPG members to provide further suggestions and thoughts to Elliot Finer, who will collate and forward them to Dr Shah. **PPG members**

4. On-Line Consultation

Awaiting developments from CCG.

5. CCG Database of Volunteers

CCG would like contact details of patients to get patient feedback. If PPG members would like to get involved, they should complete the attached form.

6. Health Champions' details on PPG mailing list: Action: Ed Poole to contact them

7. Practice Staff

New staff have been appointed: Dr Sara Luks, Dr Goodwin, Dr Shilpa Mbeke

8. Cross-Barnet PPG: members agreed that the west of the borough was too far for regular in-person liaison. In due course we might seek to set up a similar arrangement in our part of the borough.

9. Next Meeting

Dr. Ilozue spoke of pressures on Doctors to provide the service they would like and meet the expectations of patients. Other practices were closing as a result of all the pressures. It was decided to hold a special PPG meeting to discuss how to mount a "Protect Your Practice" campaign. This will be at **7pm on Tuesday 29 May.**

Future Meetings

Wednesday, 16th May, 7.00pm: PPG Social at Arnos Arms

Tuesday 29 May, 7pm: special meeting on 'Protect your Practice' campaign.

Tuesday, 24th July, 7.00pm

Tuesday, 23rd October