

Date: Monday 23rd Sep
Minutes: Lynn Rafferty

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<http://www.woodlandsmedicalpractice.org/>

Item	Action/Decisions	Owner	Status / By When	Open or Closed
<u>AGENDA</u>				
	<ol style="list-style-type: none"> 1. Minutes of last meeting 2. DNA's 3. North London Partners in health and care 4. Clinical Pharmacist 5. Result of Patient survey 6. Development of Primary Care Networks (EM) 7. New Phone system 8. Finchley Memorial 9. NHS App 10. AOB 			
<u>NEW ITEMS</u>				
1.	DNAS reported between 1June – Sep 19 (114)			C
2.	Discussion re North London Partners in health and care HIE (Health Information exchange) explained to PPG that this is about joined up health care. Hospitals will be able to see info held by the doctors and the practice will be able to see results etc done at hospitals. It is early days so the practice can only see the RFH at present but by the end of October we should be able to see UCLH and Mental Health. Other providers will be added over time			C
3.	PPG informed that our clinical pharmacist has left but the federation are interviewing and we hope to have a new pharmacist starting in the next few months.			C
4.	Patient survey discussed and the results showed that roughly 50% of patients wanted 15 Min appointments and 50% wanted 10 min appointments so no change to appointment times. Patients were not aware of the website or the NHS App so texts will be sent to patients to promote this.			C
5.	AI updated the PPG group about the development of primary care networks. Social prescribing and Clinical Pharmacists were the two items discussed. AI is lead for social prescribing and explained that there would be a link worker who would contact the patients and signpost the patient to the best organisation to deal with the social problem e.g. Age UK, Jewish care there are approximately 1000 voluntary organisations in Barnet			C
6.	New phone system installed which is cloud based so unlimited number of calls can queue. Good feedback from patients re the system.			C
7.	Discussion about Finchley memorial and how it will affect patients and practices in the area which are close to the hospital			C
8.	NHS App discussed. The practice is going to promote the app on the website and with posters and texts to patients			C
9.	PPG group asked to suggest how we can improve positive comments on NHS Choices website			O
<u>OLD ITEMS</u>				
10.	Survey types of Access - PPG's assistant asked if they could contribute and assist/ help with some ideas for a survey on patient access			C
11.	2WW- Cancer Safety Netting Tool			C
12.				

PPG Meeting Minutes September 2019

Item	Action/Decisions	Owner	Status / By When	Open or Closed
13.				
14.				
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21.				
<u>CLOSED ITEMS</u>				
22.				
23.	Yellow card disussed for patients with reactions to mediations . Info on newsletter in waiting room			C
24.	Ravenscroft moving to FMH – Disussed at meeting . Penina wants clarity. TBA (have emailed Dr Ingram)	ALL		C
25.	PPG suggested poster for Hamdi Moallim Clinial Pharmaist to inform patients			C
26.	Discussed Barndoc still being used as well as etended hours appointments being available.			C
<u>Notes</u>				
27.				
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Key Dates

Item	Details	Owner	Date
1.			
2.			

Date of next meeting Monday the 6th January at 12.30