

Highbury Grange Medical Practice
Patient Participation Group (PPG) Meeting Minutes
Tuesday 13th September 2016 – 14:00 – 15:00

In attendance:

Patients – NT, GM, MS, DH, SN, JF, WF, RW, SW, JFr, LC, EA

Practice Staff:

Dr Georg Holthausen (GP Partner)
Dr Geraldine McCullagh (GP Partner)
Fateha Khatun (Practice Manager)
Jaimie Mounsmie (Reception Manager)

Apologies: Dr A Trosser, Mille Borup, JB, SN, WF, JF.

Introductions

Brief introductions were made and everyone was welcomed. The minutes and action plans from the last meeting were reviewed.

Staff changes

Receptionist Somaia left the practice at the end of June. After a robust recruitment process, the practice has now recruited two permanent receptionists: Nazmin joined the practice on 1st September and Yasmin will be joining on 19th September.

Changes to lunchtime closing hours

To improve access, the practice lunch closing hours have been reduced to 13:00 to 14:00.

Online services usage

As of today, 323 patients have registered for online services (appointment booking, repeat prescription orders), an increase of 54 in the last 6 months. This has a positive effect on issues such as telephone access. PPG members suggested further increases could be accomplished by having clear posters displayed and flyers available in the waiting area, as well as actively and opportunistically promoting and making patients aware of the service.

Flu campaign 2016

Receipt of flu vaccines is expected on 29th September and the flu campaign will begin on Monday 3rd October. There will be booked appointments and also dedicated clinics. There may also be a Saturday walk-in clinic.

DNA (Did not attend) rates

The practice has been recently publishing its monthly DNA rates on the website. In August, the DNA rate was 157 which includes appointments for both GPs and nurses. The rates for previous months have ranged from 170-190 per month.

Appointment reminders are sent via SMS to all patients who have a mobile phone. Patients are also able to respond to the SMS messages and cancel appointments if they are no longer required.

IHUB

The practice is now a hub for IHUB (Islington extended hours hub), hosted here on Monday and Tuesday evenings as a pilot until October; it is not yet known how long this pilot will be continued. IHUB have designed some new leaflets which are clearer and better than the previous leaflets. The practice is awaiting more leaflets from Islington Clinical Commissioning Group (CCG).

GM had recently had some interaction with the IHUB service and provided good feedback.

Awareness day

The practice hosted an awareness day last year on Mental Health. There is a plan for another one this year on the topic of Cancer. The practice will contact Leon, Centre Manager, to find out on which days the large baby area would be free.

Jaimie will liaise with PPG numbers once a date has been selected to host the awareness event.

Well-being Ideas

1. Islington U3A (University of the Third Age) (leaflets provided)

NT provided an overview of Islington U3A which is open to all who are retired or semi-retired and is run by and for its members. Anyone living in the area who is not working full time and wants to keep active is welcome. There are classes and discussion groups covering a wide range of topics including physical activities. It is a good way to learn new things and meet new people.

2. Walking for health

NT provided information about walking for health in Islington. There is a walking for health meeting every Monday at 10:00AM in Highbury Fields near the pool. This includes walking, simple stretches and other gentle exercises.

LC said that he will explore other walking programmes for the group.

3. Death Café

Death café is hosted by Gentle Dusk and Age UK and is open to everyone. Death cafés are group directed discussions of death with no agenda, objective or theme. These are discussion groups rather than grief support or counselling sessions. Space is limited so please book your place.

Care my Way Programme

CareMyWay is a new digital record of your health and social care information. Having all the information about your care in one place will help to improve the quality of care you receive. All of our registered patients have received a letter from the practice describing this new programme. CareMyWay is made up of two parts: part one for health and social care professionals and part two for patients.

Part 1: Integrated Digital Care Record (IDCR)

CareMyWay Integrated Digital Care Record will bring all health and social care information together in one up-to-date record. This means that when you visit different health and social care services, you won't have to repeat all aspects of your history each time.

CareMyWay Integrated Digital Care Record can only be seen by the health and social care professionals involved in the care of a patient, and only after being given permission for them to look at it. Professionals involved in your care will be able to make better decisions because they will be able to see all the information in one place.

Patients will be given the option to opt out and should contact the practice reception, if they wish to do so. This programme will start in October.

Part 2: Personal Held Record (PHR)

CareMyWay Person Held Record is a secure online record that patients will be able to access through a smart phone or computer. You will be able to see your health and social care information, access test results, and record other important information such as over-the-counter medicines taken or blood pressure readings. This will be launched in January 2017.