

**Anwell Group Practice
Patient Participation Meeting
10th July 2019**

Present: Sonia Hehir - PPG Coordinator/Secretary
JB - Chairperson
JW- Patient
JD - Patient
AD- Patient
SL - Patient
LD - Practice Management Consultant
DJP - Partner/GP

Apologies:

JC - Patient

Welcome, Introduction and Apologies

Lindsay Dubock the new Practice Manager introduced herself to the practice. Lindsay has spent the last 8 years working in primary care managing and turning failing practices around. Before that, she spent her career in business transformation working in multiple sectors with a strong focus on healthcare.

She has a strategic view of primary care which, combined with her practical experience, brings the skill and knowledge to embrace and drive the changes that are currently happening in general practice.

Minutes of the last meeting

Accepted as true record

Matters arising from the last meeting

The group felt that the flow chart created after the last meeting showing pathways to out of hours services was useful. It was agreed that this chart would be put up in the practice waiting room and Sonia would see if this could be put onto the practice information screen by Islington CCG.

Changes at the practice

There are some changes with staff at the practice. Dr Anna Stevenson who has been a partner here for 1 year is leaving; Anna has moved out of London and will be joining a practice nearer to her home.

Dr Siva Siva is also leaving the practice. Siva has worked with the practice

as a locum and salaried GP for over two years; he is leaving to pursue other career avenues.

We have a new full time nurse starting at the practice, her name is Amelia Reich, this brings the nursing staff up to 3 here at the Amwell.

We have also promoted one of our reception team to Healthcare Assistant. Paulina Ksobiak has been at the practice for almost two years and the practice is pleased to be able to offer her training as an HCA.

Samantha Graham one of regular practice nurses has also recently qualified as an Advance Nurse Practitioner.

Primary Care Networks (PCN)

Primary Care Networks are an amalgamation of practices. We are part of the South Islington PCN which includes, Clerkenwell Medical Practice, Pine Street Surgery, City Road Medical Centre, Killick Street Practice, Dr Hafiz's Surgery and Ritchie Street Group Practice. Primary Care Networks have been created to facilitate joint projects within local Gp Practice. The first project that is currently running is extended hours, each practice has a duty to provide extended hours access appointments for their patients. Some practices provide their own other do not have the facility to do this, this is where PCN's come in. At present Amwell Group Practice is providing an extended hours nurses clinic for the Pine Street Surgery, Amwell Group Practice with receive funding for this from Pine Street through the network.

Further projects include having full time pharmacist and paramedics at practices and social prescribers.

CQC Visit

Dr David Price advised the group that as a result of our annual telephone review with the CQC a targeted visit to the practice has been triggered. This could be any time in the next 6 months. These visits can be triggered by changes in the services at the practice and whether there is an improvement or a service has diminished.

Practice Survey

The group were shown the results of the most recent GP Patient Survey run by NHS England. The overall results were very good but from the survey we can see areas of improvement could be with appointments, the types of appointments available and waiting times for appointments. It was agreed that our own practice survey would be created concentrating on access to the practice. For two reasons - one to find out if patients are fully aware of the types of appointments and services that are available and two to see where

improvements to these services can be made.

The group discussed the best way to make patients aware of appointment types and one of the ways was to make options clear upon registration for English and non-English speakers. Member of the group took away the practice registration forms and will give their feedback at the next meeting

New Consulting Rooms

The group were shown around the new consulting rooms at the practice. Their feedback was positive.

Date of the next meeting: Wednesday 21st August - 4.30pm-5.50pm