**St John’s Way Medical Centre – Patient Participation Group (PPG)**

**Minutes of meeting on 20th October 2022**

**Patient Representatives**

Stephen Wood (SW) (Chair), Harriet Lane (HL) Janice? (J), Frances Tomlinson (FT) (minute taker).

**Apologies:**

**Staff:** Jan Lenny (JL) - Operations Manager, Dr Veronica Devereux (VD) - GP Partner

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| **Agenda Item** | **Action** |
| **Agenda Item 1 – Introductions & welcome**  Janice was welcomed to her first meeting of the PPG |  |
| **Agenda Item 2 – minutes of the previous meeting**  The minutes of the meeting on 7th July 2022 were agreed |  |
| **Agenda item 3 – Q and A session with Dr Devereux**  The following items were discussed:  North Central London Integrated Care Board: this is a new organisation which came into being on 1st July 2022. Its purpose is the better integration of health and social care, and primary and secondary health care. (See <https://nclhealthandcare.org.uk/> for more information). VD thought that it was too early to say how effective this body will be. While better integration of health and social care is highly desirable, it is difficult to achieve in practice because of budget limitations. In transferring care from hospital to social care, organisations are required to share their existing resources, meaning that less money is available to hospitals. While services continue to be underfunded, improvement is difficult. However multi-disciplinary cooperation is a feature of the Practice, where weekly meetings take place to discuss individual patients with complex needs, and within Islington there is already an ethos of coordinated care.  Communicating with the practice, appointments and referrals: GPs are now able to email hospital consultants for advice and guidance on patients presenting with specific issues, reducing the need for them to attend hospital; moreover the Practice is charged less for this than for an actual referral. Questions were raised regarding the requirement that only 10 minutes are allocated for GP appointments, VD reported that the Practice would like to increase this to 20 minutes, but that this would mean that the target for the number of patients seen could not be met. In this context, the opportunities for patients’ self-referral were discussed, making use of links available on the Practice website. Members thought that the website could be improved to make it easier to navigate. The Practice are considering including FAQs on the website. It was noted that the money available from the Digital Exclusion Fund, intended to help people who lack digital skills and access to devices, was underutilised. It was agreed that people need more help and encouragement in making use of the e-consult system. It was noted also that phone calls are often answered more quickly in the afternoon than in the early morning, and that all calls to reception are recorded and listened to.  Repeat prescriptions: some members expressed concern that items had been removed from their prescription list without consultation. VD agreed to take the issue back to the Practice; it was proposed that a Practice pharmacist should be invited to a PPG meeting.  Role of the PPG: members were told that the Practice Winter Newsletter will include an item encouraging people to join the PPG. JL informed the meeting that the PPG mailing list currently comprised 100 people. It was agreed to review and develop the information and joining up sheet.  Members thanked Dr Devereux for her contribution to the meeting. | VD/JL  JL and PPG |
| **Agenda item 4 – Update from the Practice**  JL reported that Jack Johnson-Rose, the Practice Manager was leaving, but that a new Manager had been appointed who would be starting in November.  He reported also that Dr Clare Phipps has left, and has not yet been replaced. |  |
| **Agenda item 5 – Website feedback**  Only 3 people had responded to the request for feedback on the redesigned website. It was thought that the questionnaire used to gather feedback was not easy to complete and it was proposed that another request be circulated and that patients should be encouraged to give their ‘free form’ comments by email as well as, or instead of, submitting their responses via questionnaire. | JL |
| **Agenda item 6 – Suggestions for agenda items for next meeting** |  |
| **Agenda item 7 – Date of next meeting**  Thursday December 8th at 1.00 pm. |  |