

WHITE LODGE MEDICAL PRACTICE

PATIENT PARTICIPATION GROUP

7th August 2019

Phlebotomy – an update on the service provided by both Chase Farm and North Middlesex Hospitals was given. Feedback from the PPG was received whereby the doctors need to type on the form rather than write if an urgent appointment is required.

The PPG felt they should compliment the practice as they feel they are always able to book an appointment on the day should the need arise. Alyson thank the group and said she would pass this on to the team in general.

Patient Access – Alyson gave an update on patient access, advising that appointments can be made on line and prescriptions requested.

To meet the targets of online consultations the practice will commence Doctorlink which is a service whereby patients can seek online health advice.

Hub appointments – Alyson advised the meeting that appointments for the Hub can only now be made via the surgery. The PPG reported that 111 had advised that there was no hub service available now. Alyson advised that this was inaccurate advice and that the Hub service does still exist. The Walk in services across Enfield will end on 30 September but pre-bookable hub appointments will still be available at the four sites currently used – Carlton House, Eagle House, Woodberry Avenue and Evergreen.

Diabetic Remission Project – Alyson advised that the surgery was piloting a Diabetic Remission Trial a chronic disease programme with the hope of being able to make a marked improvement for patients with this particular chronic disease.

The PPG asked if there was a possibility of starting a weight loss programme at the surgery. Alyson advised that she would look into whether this would be possible.

Flu – The flu season will commence at the end of September. Alyson advised that all the preparations are in place.

Summit Study – This is a study being run by UCL Partners to try and identify Lung cancer early. Patients from practices across North Central London aged 50 to 77 with a smoking history are being invited for a lung health check which includes a low dose CT scan of the chest. The study is already identifying patients with cancer and those with undiagnosed chronic lung disease (COPD). Invitations have been sent to patients who feel they do not fit the criteria to be involved. Alyson apologised for any confusion.

Childhood Immunisations – Alyson advised that the surgery had met the target for both the primary and booster immunisations.

Alyson informed the meeting that she would be leaving at the end of 2019 and plans were in place to recruit a new Practice Manager.

AYH/21.8.19