

# White Lodge Medical Practice

## Patient Participation Group Meeting Minutes

Date: 5<sup>th</sup> August 2020; 14:00 – MS Teams

1) Welcome and introductions – Mr Maciej Karas

2) COVID-19 briefing – Enfield perspective


As of yesterday: 1280 cumulative cases, 53 cases in July, 16 cases last week  
494 excess deaths between the beginning of lockdown and 23<sup>rd</sup> May  
364 deaths were related to COVID-19


3) Current challenges at WLMP - update

- Immunisations and screening – we are trying to catch up with the backlog of vaccinations and screening appointments. We have an additional nurse working on Monday 9-6.
- Face to face appointments – nurses are seeing patients in the main building and all other F2F assessments are currently happening in ETC rooms 2 and 3.
- Management of patients with chronic disease – new clinical pharmacists, we are planning to recommend purchase of essential diagnostic equipment to our patients to help them manage their diseases.
- Prescriptions requests – while electronic requests are speeding up the process, we sometimes have issues with online Pharmacies submitting incorrect or too early requests.

4) GP survey results


Where patient experience **is best** 


 **91%** of respondents felt the healthcare professional recognised or understood any mental health needs during their last general practice appointment  
Local (CCG) average: 81% | National average: 85%


 **71%** of respondents find it easy to get through to this GP practice by phone  
Local (CCG) average: 66% | National average: 65%

 **91%** of respondents find the receptionists at this GP practice helpful  
Local (CCG) average: 87% | National average: 89%

Where patient experience **could improve** 

 **25%** of respondents usually get to see or speak to their preferred GP when they would like to  
Local (CCG) average: 42% | National average: 45%

 **58%** of respondents were offered a choice of appointment when they last tried to make a general practice appointment  
Local (CCG) average: 64% | National average: 60%

 **87%** of respondents were involved as much as they wanted to be in decisions about their care and treatment during their last general practice appointment  
Local (CCG) average: 92% | National average: 93%

Comparisons to the local (CCG) or national average may not be statistically significant.

## White Lodge Medical Practice

- 5) Update about the new premises - Chase Side – we are expecting the construction works to start in 4 weeks.
- 6) Q&A
- 7) AOB – if you would like to opt-out from your email address being shared with other PPG members, please email PM, and we will mask it in the future.
- 8) Next meeting in October – date TBC