

White Lodge Medical Practice

Patient Participation Group Meeting Minutes

Date: 13 November 2019

- 1) Welcome and introductions – Mrs Alyson Hicks
- 2) New Practice Manager - Mr Maciej Karas - few words about himself
-roll call – everyone in the group introduced each other
- 3) Recent events:
 - October – we have introduced DoctorLink is our new online service where you can access advice and appointments on line.
 - November – we had to evacuate entire building due to fire alarm. Our team again proved to be ready for an emergency and lead everyone to safety.
 - NHS launched new addition to our system allowing us to see patient care summaries across wider number of organisations including Royal Free Hospitals. More to come on board in the near future. It is designed to give us a comprehensive access to live data about our patients, improve safety and accuracy of the service. It does not supersede NHS rules and regulations on communicating test results
 - November – we have published our Christmas opening times and advice to our patients seeking medical help around festive season.
- 4) Update about the new premises – Alyson Hicks – no date so far, but we are hoping to get some news soon. Group expressed and discussed concerns around transport links to the location, parking arrangements, and accessing it on foot.
- 5) How is the practice perceived by our patients – feedback review
- 6) Current issues:
 - Access by phone – why there are is only one line? AK – explained the technicalities of our telephone system and that in fact we have 10 lines and five people deployed to answer the phones. MK went through upcoming projects to improve patient access to the service both on the phone and appointments.

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- Technology and jargon are confusing to older patients – we will consider publishing guides of how to take advantage of doctorlink, Patient Access and our website.
- HW received a letter from our practice without the signature. It was sent as a bulk correspondence by North London Partners in Care. MK will follow up and raise the issue to resolve it as soon as possible.

7) PPG role in improving the service:

- Mystery callers?
- Feedback facilitators?
- Constructive critique
- Patient's point of view

8) Thanks to Alyson Hicks as it is her last one as PM for hosting the meetings of PPG for many years.

- Group photo

9) Next meeting will be held in February, we will communicate the exact day and time two weeks before.