

## WHITE LODGE MEDICAL PRACTICE

### PATIENT PARTICIPATION GROUP

8<sup>th</sup> May 2019

Alyson welcomed a new member to the PPG.

A discussion was held about appointment availability, an issue highlighted by the media. Alyson advised that White Lodge offered a mix of different appointments, both pre-bookable and on the day. The surgery accepted that not all requests for appointments could be met and this was particularly the case where patients wish to see a GP of their choice. However, the surgery did offer more appointments than average and while recruitment and retention nationally remained challenging, the surgery was at present fully staffed.

E-consultations, also known as digital consultations, are being trialled across the country. White Lodge will be involved in a London wide pilot project commencing this Summer. The pilot is part of the NHS's transition to a "Digital first" model of care. Alyson stressed that digital consultations would be one option at the surgery and would operate alongside other routes such as telephone and face to face consulting. Practices trialling the new digital system reported a significant reduction in workload allowing them to free up time to deal with patients. The PPG felt that this would benefit the practice as a whole, both for patients who wished to utilise this system and for those who preferred the option of face to face consulting.

Chase Side – Progress has been made with planning with demolition expected to start within two weeks. The main contractor was expected to start building work in July. The practice would like to thank the PPG for their ongoing support with the new project.

Phlebotomy – Alyson advises that this service is still being hosted by North Middlesex Hospital in the Enfield Treatment Centre. Concerns were raised at the lack of appointments at Chase Farm and the uncertainty surrounding domiciliary phlebotomy. Alyson advised that a meeting was due to be held shortly by the CCG with this on the agenda. The surgery will feedback to the PPG at the next meeting.

A new initiative has been started by Practice Staff looking at Healthy Lifestyles.

PPG Area meeting – Mr Hester gave an update following the last Area wide meeting. Alyson thanked Mr Hester for his commitment on behalf of the group and the surgery. The next meeting will be held on 4<sup>th</sup> June 2019.

Chase Farm – A general discussion was held regarding the new hospital. It was agreed that there have been significant improvements following the redevelopment of the site although there were still some shortcomings, namely around signage.

Signage at White Lodge – concern was raised regarding the signage of the Out of Hours Contacts when the surgery is closed. Alyson advised that we were not able to add further signs due to the Listed Building restrictions.

#### **Feedback from PPG Members**

When appointments are requested the Receptionists do not always advise patients that these can be made online. Alyson agreed that Patient Access could be publicised better by the Reception staff and this will be discussed at the next Reception meeting.

