Minutes for PPG Meeting 28th April 2022

Present: Colin Berthelsen (chair), Mary Perkins (deputy chair), Susan Smee(treasurer), Gillian Tobin (practice manager). Apologies: Mary Egan, Ann Judge, Stefan Sieradzki, Mahmood Dewji.

1. Gillian provided an explanation of the problems that have been incurred with patients misusing the repeat prescription system at Mountwood, resulting in potentially important information being delayed because it went into the wrong queue' of messages. To avoid further problems and to ensure that important information from patients is seen promptly and not delayed, a decision has been made to insist that all repeat prescription requests are now sent via the Patient Access system. Notice will be given shortly about the old system being switched off, but will provide sufficient time for any patients not currently using Patient Access to register with them. Furthermore, the Partners at Mountwood have asked the PPG if they can provide assistance to the Practice in getting patients trained in how to use the system and it was suggested that Wednesday 29th June 2022 from 1.30 pm to 3.00pm should be the starting date for this service. [In the meantime, if you have access to a computer which can search the web you might want to try for yourself. Enter Patient Access into your browser and when the front page opens, if you are not a member click on Register and follow instructions. If a member, click on Log-in and provide your password etc. as requested and once logged-on you will see on the left-hand side various options, click on Repeat Medication and enter your requirements.]
2. Gillian asked if the PPG could help with checking patients ID's and we were happy to do so. Thursday 9th June between 2.30 - 4.00 pm we will be present at Mountwood checking passports, driving licences etc.
3. Dr Liz has been liaising with Claire McDonagh NHS N. London CCG who has responsibility for liaising with GP surgeries in that region of London, with a view Claire meeting with our PPG. The idea being to explore areas where both parties might be able to work together for the benefit patients - probably on a project basis. To that end a meeting has been set up for parties to meet at Mountwood on Wednesday 29th June at 13.30 hours, with first topic being switching patients onto the Patient Access or NHS systems for repeat prescriptions.
4. Gillian confirmed that Mountwood had recruited a new Practice Manager to replace her upon her retirement at the end of June, however, Gillian has agreed to stay on in a part-time consultancy role until everyone is happy that things are running smoothly.
5. Colin asked Gillian about the systems used at Mountwood (behind the scenes) often to collate information and produce reports for the NHS and internal use. The reason to see if they all shared some form of database which could via parameters or simple programming produce information that the PPG could use. Colin used the example of being able to provide an up-to-date view of total patient numbers broken down between male/female and then age banded. Gillian left the meeting for a short while and returned with the updated document. Gillian explained there some of the tools used were stand alone and not linked to a central database but had over time been developed to provide a degree of flexibility. When asked by Colin if he could put in requests for information and supply various PPG Minutes for the Mountwood PPG pages Gillian referred him to Simon Roberts- the gentleman who is acting as a conduit between both Practice and Patients and also the PPG. Simon's skills and background experience are so valuable to all aspects of the Practice and I believe Patients in building a communication platform between all parties. Gillian informed us that he now has full access to all systems and is best place to receive requests and satisfy any requests with her now leaving. N.B. Comment - PPG happy with that approach and will try not to be a burden e.g., in short term mainly involving putting items on the PPG pages of the Mountwood system.

Meeting finished without agreeing date for next meeting which will be decided after meeting with North London CCG on the 29th June.