

+NORTHERN MEDICAL CENTRE
PATIENT GROUP MEETING - MINUTES

Tuesday 24 September 2013

Expected:

Northern Medical Centre:

Dr Lawrence Kinsella – GP Partner (LK)
Mrs Marilyn Cadien – Practice Nurse (MC)
Mr Jim Knox – Practice Manager (JK)

Apologies for Absence:

Dr Shivangi Thakore – GP Partner (STh)
Dr Catherine Fardon – GP Partner (CF)

Patient Group:

7 attenders (anonymised)

Apologies for Absence:

6 patients (anonymised)

1. Matters Arising from the Last Meeting.

a. This had been held on Tuesday 26 March 2013

b. NHS – The Future? JK said that not much had changed since the last Meeting. SD and CF said that the Conference Calls, which could save several letters being circulated and thus save time and allow everyone to agree a decision more effectively had started, and are deemed to be a success. They had also saved hours in travelling time.

c. It was suggested that a list of the Doctors and Nurses should be displayed in Reception so that patients could see who they were due to see if their own regular GP was not available. *{Done. JSK}*.

2. The Aim of this Meeting is to discuss any points that the Members of the Group have concerns about.

3. Our Duty Doctor system started in May 2012 and it is hoped that patients feel that it is helping them see Practitioners within 48 hours. It has also reduced the pressure on Receptionists.

4. Appointments. We are planning to rearrange Reception so that, at the busiest times in the morning, we have a number of Receptionists dedicated to answering

the telephone thus leaving the Receptionists on the desk to deal with patients face-to-face.

5. Practice Staff. Since the last meeting, Dr Suvraneil Datta, Misbah Khan, our Secretary and Josephine Griffin, our long-serving Receptionist, have resigned or retired. We have yet to replace Dr Datta but we have appointed Miss Cerelyn Wickham as our Secretary and Mrs Saskia Thompson as our new Receptionist.

6. NHS – The Future. We discussed Clinical Commissioning and the fact that Islington PCT no longer exists and has been replaced by Islington Clinical Commissioning Group, a much smaller organisation. Above them is NHS England, which itself has been broken down into regions, of which NHS North Central London, based in Victoria, controls our purse strings. At present we are in a transitional phase and it will take time for the system to be working smoothly. Patients will not notice much difference at Practice level.

7. Any Other Business. None

8. Next Meeting. There will be a Meeting of the North Islington Patient Participation Group at **5.30 to 7.30pm** on **Thursday 26 September 2013** at the **Resource Centre, Holloway Road** (Next door to Waitrose). (Refreshments from 5.00pm). All are cordially invited and are asked to pass the details on to any of their friends or relatives who are registered with this or any other North Islington Practice.