

THE NORTHERN MEDICAL CENTRE

PATIENT PARTICIPATION GROUP

1. Profile. The Group comprises patients from all age, sex, disability and ethnicity groups. There is also a mixture of employed and unemployed. None of the above groups have not been represented. Patients have been recruited by direct approach, notices in the Practice and on the Practice Website. So far only 30 patients from the Practice have joined the Group of whom a maximum of 10 have actually attended our meetings. It has been noticeable how remarkably disinterested our patients have been in joining the Group despite all the efforts we have made to engage with them.

2. Points for Discussion. As well as trying to recruit patients to our Group we asked them, via notices in the Practice, the Website and in letters to those we approached direct, for their ideas as to what they wished to raise or discuss and in any priority order. Again, there was very little response. We conducted a Practice Survey, the results of which are still being analysed but at the time of writing we have received a 50% response and 85% of responders were satisfied with the service, of whom 74% rated the Practice “Very Good” or “Good”. These will be discussed at our next Meeting.

3. Meetings. In 2013/14, we held Practice meetings of the Group on 24 September 2013 at which Practice-based Commissioning had been discussed. There were also PPG meetings arranged for all Practices in Islington (Pan Islington PPG) on 20 June 2013 and for Practices in North Islington by the North Islington PPG (NIPPG) on 26 September 2013 and 27 March 2014 at which were discussed the issues that had been raised as a result of the responses (see paragraph 2 above). The Agendas and Minutes of these meetings (except for the Minutes of the last-named which had not been circulated by the time this report was written) are on our Website.

4. Complaints. Our Complaints procedure has been well-publicised in the Practice. While we accept that some patients prefer to complain verbally, due to the complicated nature of, especially, clinical complaints, we do insist on complaints being made in writing so that all the issues can be addressed by those concerned and a proper, detailed reply given.

5. Changes in the Practice. In the past 2 months we have started a new system of Triage. We have engaged the services of a Triage Nurse, Glenda Taylor, who will ring any patients who wish to have an urgent appointment with a doctor or nurse and, in discussion with them, agree a course of action which may require reassurance over the telephone, a face-to-face consultation with Glenda or with a Doctor. The purpose of this new system, which is used by many practices, is to allow our Doctors and Practice Nurses more time to deal with those cases that really need their attention. This system augments the Duty Doctor System that we inaugurated 2 years ago. It

has already improved our ability to ensure that any patient with an urgent need for treatment and/or advice receives it the same day.

6. Action is being taken on these points and the results will be published on the Practice Website

7. Opening Hours. These are already published on the Practice Website and on Notices displayed both inside and outside the Surgery.

8. Extended Hours. The Practice is also open for pre-booked appointments on Saturday mornings from 0930 till 1300 and on Monday evenings with a Doctor and Practice Nurse from 1830 to 1900.