RIDGMOUNT PRACTICE (RP)

PATIENT PARTICIPATION GROUP MEETING

TUESDAY 17TH SEPTEMBER 2019

**Attendees:** GFJ, MP, DM, (MV), Dr Mark Barrett (MB), Carol Sheils (CS), Nicola Alexander (NA),

 Shannan Nolan (SN), Daniella De Block Golding (DG)

**Apologies:** EA

MINUTES OF LAST MEETING

Previous meeting minutes discussed and agree.

Introduction to our new trainee GP Daniella.

**Latest update on Primary Care Networks:** MB updated on the New GP contract. There is currently funding to develop Networks of around 30,000 patients between several practices within the area. They will introduce a Social Prescriber and a Clinical Pharmacist. The Social Prescriber will be focusing on nutrition/dieticians to help people who are overweight to lose weight. The Clinical Pharmacists will either do a half a day or a full day at the practice. They will be able to do medication reviews, give patients their results, prescribe, order repeat tests and give advice to patients. The PCN will introduce other healthcare assistance to support the GP’s.

**MV** asked if this will be put in place to alternatively replace the GP’s to which MB responded no, not necessarily, they will be there to help and aid the GP’s as an add on.

**GFJ** called reception to get her results and was asked if she would like to be put on the list to be called by a Clinical Pharmacist who would be able to discuss the results between 18.30-20.30 that same evening. Around 19:00 GFJ received a call from Vanisha Lad and said that she was able to discuss all of the results in detail and Vanisha was very helpful and polite.

**GFJ** presented a newspaper article from the Camden New Journal regarding Digital Records and the fact that patients have no say regarding the digital plans for our GP’s. MV also mentioned the GP at Hand service run by Babylon. MB explained that this is a service for patients to use where they download the app and sign up to be seen by a GP however, most patients who used this service did not realise that if they signed up to GP at Hand that they would no longer be registered at their current GP practice anymore. This caused a few problems and they have now updated their app to inform patients of this.

**GFJ** discussed the Governments plans to allow International Students to stay in the country after they have graduated for 2 years instead of 4 months like previous.

**Staff Update:** Dr Dickens is unfortunately leaving us as she is going to start a new job next to her home in Peterborough. She will be leaving mid-October. Practice will find someone to replace her original sessions.

**MV** said that she would like to bring to our attention a company called Mediquip. They are known for working with practitioners from Hunter Street who say they are fed up with them as they are meant to deliver medical equipment to aid patients with their care however they are failing to do so. They also tend to turn up without informing the patients of their visit. MV discussed her own personal situation with them in which she was meant to have non-slip bars fitted in to her shower a while ago and has still not heard from them or had them fitted so decided to go and get it done herself. MV asked if there were any more competitive tenders against Mediquip. MV said that she spoke with her Physiotherapist Anne Marie who also said that they were not meeting their duties to patients. MV said that she will get Anne Marie’s surname and job role so we can possibly discuss with her. MB said that he will raise this issue with the CCG.

The second topic MV had to discuss was regarding disrupted therapies more specifically Speech therapy. Again MV shared her own personal issue with the group saying that she was meant to have speech therapy a few months ago however she is still waiting for this and has not yet been contacted regarding a future session. MV asked if we could also bring this to CCG’s attention as they need to know what is happening with the very slow and disrupted care from them.

MB will contact CCG to find out who we can direct these issues to.

**A.O.B:** Dr Wong in charge of trainees at Ridgmount. She will train them on a 6/12 month basis and has 1 trainee GP at a time.

Building has had an exterior refurbishment – the team have completed painting the outside, guttering, mended the roof. CS has also had 3 quotes for the internal painting as was last done 3 years ago.

**MV** discussed about MB and DW’s rooms being very hot and if there was anything that could be done about this. Unfortunately there is not much that can be done as we are attached to a restaurant next door. Suggestion of more powerful fans in the rooms to help the GP’s

**DM** asked if there was anything that she could feedback to UCL regarding the students, fresher’s in particular and their behaviour as she does lectures there. CS and MB agreed that we too have a good relationship with UCL at the moment and we do not have any problems with them however if we did, we would bring this to the attention of UCL wellbeing team/DM in future.

**GFJ** started a discussion that focused on the new students starting university in particular the students who are moving in to halls of residents in particular The Garden Halls/Cartwright Gardens. There seems to be a big issue regarding drug dealers dealing to the students outside the halls/residents homes. GFJ said that she spoke to the street cleaner who said that he comes every Tuesday and Thursday. GFJ also said that the litter around the streets and the noise from the students/dealers was beginning to be a problem for the local residence in the area. CS and MB said that they would keep a note of this and thanked the PPG for bringing this to our attention.

**Date of next meeting: Tuesday 10th December 2019 @12.15pm with mince pies**