

**BELSIZE PRIORY MEDICAL PRACTICE
MINUTES OF PPG MEETING
01 February, 2018**

Present:	
Name	Title
Dr Nabila Hanosh	General Practitioner
Mrs Maryla Wood	Practice Manager
Miss Zena Al-Tamimi	Apprentice Administrator
Mr H M	PPG Member
Mr G N	PPG Member
Mrs A A	PPG Member

REVIEW AGENDA	
	1. General Feedback off members from their CCQ meeting
	2. Discussion of CCQ visit from practice manager
	3. The Hub – extended hours explained
	4. CIDR Discussion
	5. Question and feedback time from members
	6. Closing points

AGENDA ITEM	Discussion
<p>1. General feedback off members from their CCQ meeting</p>	<p>Practice Manager, Maryla Wood thanked all members for joining today.</p> <p>Discussion began with feedback from PPG members from their short meeting with the CCQ. They reported they were asked general questions and gave the consensus that there is good patient service at Belsize Priory Medical Practice.</p>
<p>2. Discussion of CCQ visit from practice manager</p>	<p>For each category inspected we have been rated 'GOOD' across the board.</p> <p>Our review will be put on our website and a copy will be laminated for our waiting room for our patients to look at.</p>
<p>3. The Hub- extended hours explained</p>	<p>We have been involved with the hub- extended hours service since December our practice offers a service whereby patients can book appointments from 18:30-20:00 every week day and from 08:00-20:00 weekends. It was started to put less pressure on a&e departments, for the convenience of pts who cannot attend appointments in the week because of work priorities or childcare reasons and also simply to have more appointments available.</p> <p>PPG members queried how the patients are made aware of this service to which ZA explained in our waiting room we have this information laminated and put up; also on reception when patients call for an appointment and there is none available, receptionists will offer an appointment in the out of hours sessions.</p> <p>DR NH discussed how nurses are available there for women to do smear tests for example.</p>

<p>4. CIDR discussion</p>	<p>MW began a discussion regarding CIDR.</p> <p>CIDR has been introduced to us within the past year. It stands for Care Integrated Digital Record. It is an electric record linking information from hospitals across North Central London. Care professionals can access these records through an online portal to enable them to provide the best possible care.</p> <p>CIDR has been introduced onto our new patient registration forms and we encourage as many people to opt in as possible because of how convenient it is for the clinicians to gather any medical information they need from using one shard online portal.</p> <p>The PPG members were given a CIDR form to fill in.</p>
<p>5. Question and feedback time from members</p>	<p>The progress on our new Health Centre building was questioned. Dr NH reported that a meeting in the upcoming weeks was going to happen and the starting date of the project was still to be announced.</p> <p>How CIDR was going to be made aware to patients who have been registered for some time? Receptionists proactively pronounce CIDR and its importance when they make contact with the patients either via phone or in person.</p> <p>Where we are up to with having long term locums. This is still in progress; at the moment we have a handful of short term ones.</p> <p>A point raised by PPG member was how she booked an appointment with DR NH around 3 weeks ago. When it finally came to her appointment she found out her appointment had been moved from DR NH to a locum doctor. She was unhappy at the time and expressed how it would have been courteous if she had at least been phoned up and made aware that her appointment had been moved and if she was happy to be seen by a locum instead of DR NH. MW exclaimed she would bring this point up in the next staff meeting in order to make the receptionists responsible for contacting patients when they are rebooking them with a different doctor.</p>
<p>6. Closing Points</p>	<p>The meeting ended with praise from the PPG members on the overall standard of the practice from the receptionists to the doctors, compared to one year ago and Dr NH was congratulated for her leadership and hard work.</p>

Next Meeting: 22.03.2018

