**BOUNDARY HOUSE SURGERY PATIENT GROUP**

**Notes from Meeting Held on 21 November 2023**

**Attendees**: Janice Downing, Eddy Wilson, Neil Frost, Florence Adjela, Madge Jones, Diba,

Janice welcomed everyone to our Zoom meeting.

**Apologies:**  Patrick and Patricia

**Minutes of Previous Meeting** - Agreed

**Matters Arising from Previous Meeting/Matters ongoing**

* **Winchmore School** - JD and Diba spent a morning in the waiting room on 11 November. We did take details from several patients but unfortunately no-one joined our meeting today.

Neil hopes to visit the school in the New Year.

* **Community Hub –** not discussed today
* **Eye Surgery moving to Edgware** - JD had circulated information and we discussed this but we want to know what services are available at Chase Farm. *Action JD*
* **Format of Future Meetings -** we discussed the pros and cons of how often to hold the meetings and agreed that the next meeting we will try a hybrid meeting. We agreed that the Waiting Room is a good venue as it may encourage people to join in. We will discuss the frequency of the meetings at the meeting in January
* **Exit survey** - to be discussed at the next meeting
* **Feedback from Enfield Council re Road Works** - JD reported that the Council had reassured her that the footpaths are not closed, except in an emergency situation, and that signage is in place.

**Communication Issue with North Middlesex Hospital Urology Department -** JD and Diba met a patient at the Flu Clinic who had experienced a communication problem between North Middlesex Urology Depart and the Practice. The patient was told to collect her medication from the practice but when she requested it the practice had not received any notification of this. JD will write to PALS about this.

**Pharmacy First Scheme -** This scheme was welcomed by the group. We agreed that staff need to be trained to communicate this to patients. We will mention it in our Newsletter.

**Reintroduce our Newsletter -** We agreed to reintroduce the Newsletter and will include information about Christmas opening times, Pharmacies at Christmas, Triage system and Pharmacy First. We agreed to keep the newsletter short and to the point.

**Recruitment of More Members** - JD reported that work is in hand on our recruitment poster and QR code.

**Any Other Business**

* Neil suggested that we hold the meetings every two months. This will happen by default as our next meeting will now be in January 2024. We agreed to see how it goes and discuss again next time.

**Date of Next Meeting -** Tuesday 16 January 2024 at  **11 am.**

*JD/21/11/23*