**BOUNDARY HOUSE SURGERY PATIENT GROUP**

**Notes from Meeting Held on 17 October 2023**

**Attendees**: Janice Downing, Eddy Wilson, Neil Frost, Florence Adjela, Madge Jones, Saray Karakus, Dr Samuels, Wendy Winter, Diva,

Janice welcomed everyone to our Zoom meeting. It was a pleasure to welcome Diva, from Winchmore School, to this meeting.

**Apologies:**  Patrick and Patricia

**Minutes of Previous Meeting** - Agreed

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

* **Winchmore School** - Our new student, Diva, joined the meeting today with Mrs Winter. NF will liaise with WW to arrange a visit to the school to meet the students who are interested in joining our group

WW kindly offered to organise the poster and QR code at the school. JD to liaise with MJ and WW

* **Community Hub and Big Lunch -** JD said that we do not have enough people available to organise a Big Lunch and thought it sensible to have a Community event, eg a coffee morning. MJ said that the practice wants to have a day to invite patients for a flu jab. WW suggested that the students do a demo for patients on how to use E.Consult

After discussion it was agreed to host a Community event to include the Turkish PPG, flu jabs, patient information and recruitment for the PPG. Date and time to be arranged. JD to liaise with MJ.

**Neil’s meeting with the practice** - NF reported that he had an excellent meeting with Dr Samuels, MJ and Health Care Assistant about text messages he had received from the practice. DS said that it was very helpful to have this feedback and it will help the practice to improve the patient experience

**Childhood Immunisations and Cervical Smear Targets -** MJ said that the practice are working on the Childhood Imms targets. We will include information on this at our Community Event

**Eye Surgery moving to Edgware Road** - JD read the email from a Forest Road patient who attended the meeting about this. It appears that Eye Surgery has already been transferred to Edgware. DS asked JD to write on behalf of the PPG to find out why this service has been moved to Edgware and question whether transport is available for patients

**Recruitment of More Members** - In addition to a recruitment drive at the Community Event we agreed to have more leaflets available at the surgery eg at Reception, in consulting rooms, clipped up to repeat prescriptions. A return to in-house meetings was suggested or maybe hybrid meetings. To be discussed at next meeting. JD to retrieve our recruitment poster

**Any Other Business**

* DS said that she would like to encourage ways of getting more positive feedback. Eddy suggested an exit survey. To be discussed at our next meeting
* Florence reported the problems that she has encountered due to the Hertford Road being closed from Nightingale Road to Bounces Road without warning. Also some days she has had no water or very low pressure. JD will contact Enfield Council

**Date of Next Meeting -** Tuesday 21 November 2023 at  **11 am.**

*JD/18/10/23*