

## **BOUNDARY HOUSE SURGERY PATIENT GROUP**

### **Notes from Meeting Held on 16 January 2024 Via Zoom**

**Attendees:** Janice Downing, Eddy Wilson, Neil Frost (part time), Madge Jones, Patricia Jackson, Patrick Meadley

Janice welcomed everyone to our Zoom meeting.

**Apologies:** Mrs Winter on behalf of Diba, Saray from the Turkish PPG

**Minutes of Previous Meeting** - Agreed

**NHS Survey** - Neil asked that we discuss the results of the survey and, as he could not stay for all of the meeting, this was put to the top of the Agenda.

NF is concerned that Boundary House had not scored well in comparison to local and national practices. MJ said that these results had been discussed in-house and that the practice would welcome help from PPG members. We agreed that the next meeting on 20 February is dedicated to discussing this in depth. This will be a **face to face** meeting.

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

- **Winchmore School** - NF told Mrs Winter that he will be in touch soon to arrange a visit to the school
- **Community Hub** – We agreed to change the name to ‘Presentations’ as we do not have enough people to set up and man a hub. We agreed to invite outside agencies to talk about health related topics. We hope that this will encourage new members. Dates and presenters to be arranged. JD thought that London Borough of Enfield would be pleased to have an opportunity to repeat the presentation they did at the Enfield Network Meeting. JD will forward the presentation to members
- **Eye Surgery moving to Edgware** - JD contacted North Middx about this on 5 December 2023 but to date no response. We agreed to wait and see.
- **Format of Future Meetings** - JD apologised that this meeting was not the hybrid meeting as planned. NF would like the meetings less frequently than one month and more time given to in depth discussion. JD said that it is difficult to pick up after a gap of two months. This needs to be discussed at length and a decision made
- **Exit survey** - EW suggested this after Dr Samuels commented she would like a way of encouraging patients to give more positive feedback. This will be discussed at the next meeting dedicated to the NHS Survey results

- **Christmas Newsletter** - JD reported that she was pleased with the newsletter which gave patients information about Christmas holiday arrangements for the practice and local pharmacies. It also included the QR code
- **New Members** - JD reported that all practices are having difficulty in recruitment. We agreed that it is not ideal to approach people in the waiting room when they are, or think they are, ill. PJ suggested that we take PPG to the community and presentations from eg Enfield Carers, Diabetes UK, Age Concern, a talk about Menopause and other health issues , London Borough of Enfield may help to recruit new members

**Communication Issue with North Middlesex Hospital Urology Department** - JD still awaiting response from PALS

**JD's Update** - JD reported that she had attended the Enfield Network Committee meeting in December and the Network meeting for all Enfield practices on 10 January 2024. There was a presentation from LBE on their Health and Well Being Strategy. Each PPG in Enfield can apply, to the Network, for a £100 grant to help with a PPG project, equipment etc

**Royal Mail Delivery of NHS prescriptions** - JD presented a leaflet advertising this service available to patients

**Some Good News** - JD reported that our PPG has been awarded **Highly Commended** by The National Association of Patient Participation Groups (NAPP), in the Corkhill Awards for 2023. This is for our work in the local community with Forest Road and Winchmore School.

NAPP stated that: "Your PPG engagement is inspirational, and we would encourage you to continue with your excellent work".

They have asked us to share this across the local primary health sector.

**Date of Next Meeting** - Tuesday 20 February 2024 at 11 am. This will be in-house, dedicated to the NHS Survey.

*JD/18/01/24*