**BOUNDARY HOUSE SURGERY PATIENT PARTICIPATION GROUP**

**Tuesday 20th February 2024**

**Attendees:** Neil Frost (Chair), Eddy Wilson, Florence Adelaja, Iskra Peneva, Madge Jones (Practice Manager), Siu Lam (Minutes).

Neil welcomed everyone to our face to face meeting. Apologies for a few absences who were unable to attend face to face.

Sadly Janice Downing, Patricia Jackson and Patrick Meadley have all resigned from the PPG. It was agreed that Neil would email Janice, Pat and Patrick to thank them for their sterling work.

We will try and recruit more local patients to participate; perhaps an advert will encourage new members.

Minutes from previous meeting reiterated.

**Matters arising from previous meeting/Matters ongoing:**

* **Winchmore School -** Neil is still trying to arrange a visit.
* **Community presentations, eye surgery moving to Edgware, communication issue with North Middlesex Hospital urology department –** awaiting feedback from Janice.
* **Christmas newsletter –** 3 members did not receive the Christmas newsletter.

**Purpose of PPG:**

* How to better the service
* Discuss things the surgery is doing well and patients are happy with
* Discuss things that require improvement

**GP patient survey:**

The results were discussed in depth.

Boundary House Surgery has scored the worse within the North Central London Integrated Care System.

**eConsult:**

Total triage has been introduced so clinicians can triage urgency for appointments.

Neil stated he got an appointment pretty quickly.

Iskra less positive experience. She attended the surgery requesting an appointment but was sent away to call / do eConsult.

Will discuss eConsult more in depth at the next meeting.

**Miscellaneous:**

* Eddy received a text stating it was from Boundary House Surgery, informing him to attend walk-in centre in Kenton which is not local to him. However this text did not originate from the surgery. Eddy will forward any future correspondence of this kind to Boundary House to investigate.
* There are lots of information on our website signposting patients to the appropriate services. Patients can choose different languages to navigate around.

**Future meetings:**

Neil expressed monthly meetings are too often. This will not allow enough time for things to progress and result in the same issues being discussed.

**NEXT MEETING: Tuesday 16th April 2024 at 11:00am (this will be face to face).**

**In the meantime, Neil will email any progress.**