

The Muswell Hill Practice

Patient Participation Group (PPG) Meeting 11th February 2026

Online TEAMS meeting (pre-meet 18:00-18:30) 18:30-19:45

Present: Dr Jimmy Lam (JL - GP Partner), Natalie Ker Watson (NKW – Managing Partner), and 11 patients (names are logged as initials in the minutes).

Apologies: JBW, RP, LH, LaH

No.	Agenda item
1	<p>Welcome all from the Chair – Stephanie (SB) Introductions given</p> <p>Actions from last meeting <u>Consultant talks –</u> The talk on hypertension went really well. 110 people attended and the consultant cardiologist spoke for about half an hour and then the other half an hour for open questions. It's recorded and on our website https://www.youtube.com/watch?v=DZlzZxhv8qE</p> <p>Next options were Dietician and Atrial Fibrillation. Date for next one planned for Wednesday 18th March. Will advertise once time is confirmed.</p> <p>People can choose their preferences here https://www.surveymonkey.com/r/XR7NL78</p> <p>310 people on our Atrial Fibrillation register, as opposed to 1,600 on hypertension.</p> <p><u>Video consultations</u> Since a suggestion from EK from this group to promote video consultations more, from end of November we have trialled increasing video consultation clinics. Up to now, about 125 people are recorded to have had a video consultation and NKW sent out a surveymonkey to those patients and also to the doctors who completed them. Patient feedback about video consultations - Responses SurveyMonkey</p> <p>Doctors have also been sent a different survey monkey. Results here. https://www.surveymonkey.com/results/SM-nRGUbRRbFW1nU_2FDZKm8p4Q_3D_3D/ Some practical feedback to implement. Agreed to continue the video consultations clinics.</p> <p>EK – expressed his appreciation for taking his question very seriously and following it through.</p>
2	<p>Patient items</p> <p>Consultant talks. What is best time for talks for patients with young families – don't have control over the time the talk is put on.</p>

Leaflets in the practice - Is there space to add any?

Have tended to use the waiting room screen and select health promotion posters. Do have control over what gets added to the waiting screen, so more information can be added there if wanted.

EP – Would like not to abandon the leaflet altogether

SB – We'll think if there is anything we'd like to suggest to add

PV – health promotion things are helpful.

NKW – we do have parkrun on there now.

Website – How many people look at the website.

NKW – We can bring some analytics to the next meeting

Appointments online: can they be held while you are writing in the Notes? It appears that when booking an online appointment, you can lose the space while writing in the notes box. No unfortunately not. Not within the GP's control to change.

Appointment system – PW – Online consultation system. Would like for the practice to use it better so appointment requests via accurx are triaged and outcomes given, e.g. routine appointment slots. Some pts reported they felt the access was good.

JL – We haven't embraced the total triage model. General feedback is our access is good and patients can book in directly to see/speak to a GP if they want to. We will continue to look at this and see what's sustainable and what do patients want.

Appointments with specific GP: CK - how to get appointments online, are they still released on Thursdays? NKW – no throughout the week, they are automatically released by the computer, e.g. 5, 8 and 14 days before the appointment date. Every GP has appointments that can be booked online.

Private prescriptions

EK - Can you provide private prescriptions for your patients that are not on the Nice guidelines?

JL - There are many drugs which are not available to prescribe on the NHS. We operate within certain formularies that we must conform to. And so medications not on these lists must be purchased privately. We will not process new requests for private prescriptions. And the reasoning is that, it is not NHS work and NHS prescriptions, and reviewing and signing new private prescriptions does take time away from all the NHS work. We wouldn't refuse to see a patient who is having issues or problems relating to the condition that they're using the private prescriptions for.

PPG Minutes

Can they be put on the notice board and the screen in the waiting area.

NKW – notice board yes.

10yr plan – AM - To get updates from Natalie

NKW - So there's three main focuses. One around moving care from hospitals to the community. The second around moving from analogue to digital. And the third, a focus on prevention rather than sickness, which all sounds the right thing to do. In Haringey, there

	<p>are three, what they're calling 'integrators' in this tripartite system, one from Whittington Health, one from the Haringey GP Federation and one from the Council who are working on how these concepts can work.</p> <p>Neighbourhoods in Haringey - there will be West, Central and East neighbourhood of around about 100,000 patients per neighbourhood.</p> <p>We're in west. And within that, there will be the GP practices, plus community services, the district nurses, and in time, adult mental health, social care, and the voluntary sector who will wrap around a patient population. So the idea being that people perhaps aren't going to hospital for things that could be managed locally. Other organisations say like adult social care are realign their services to be more neighbourhood based.</p> <p>Haringey are bidding for 'test-bed' funding to further this plan.</p> <p>AM – Across North London we are seeing the merger of North Central London which is 5 boroughs including Haringey, with North West London, which is 8 boroughs from 1/4/26. Working as the strategic contractor for all services in 13 boroughs. They will be remote. Calls into question the plans in neighbourhoods.</p> <p>NKW - The one thing which will help to ensure the voice of general practice with the large ICB is the newly formed General Practice Provider Alliance, covering the 5 NCL boroughs.</p> <p>Joint Partnership Board and the Haringey Age Well Board – LK - the information that comes from that board is extremely useful and it would be really good to start circulating.</p> <p>NKW – great – send on.</p>			
3	<p>Any other business</p> <p>Next meeting agenda items</p> <p>Complaints review for 25-26</p> <p>How to get more representative people into PPG group</p>			
4	<p>Date of next meeting</p> <table border="1" data-bbox="284 1637 1495 1841"> <tr> <td data-bbox="284 1637 1070 1704">10th June (Face to face) Dr Sutton 6:30pm (6pm pre-meet for patients)</td> </tr> <tr> <td data-bbox="284 1704 1070 1771">14th Oct (remote) Dr Manttan 6:30pm (6pm pre-meet for patients)</td> </tr> <tr> <td data-bbox="284 1771 1070 1841">10th Feb 2027 (remote) Dr Smeaton 6:30pm (6pm pre-meet for patients)</td> </tr> </table>	10th June (Face to face) Dr Sutton 6:30pm (6pm pre-meet for patients)	14th Oct (remote) Dr Manttan 6:30pm (6pm pre-meet for patients)	10th Feb 2027 (remote) Dr Smeaton 6:30pm (6pm pre-meet for patients)
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