The Muswell Hill Practice

Patient Participation Group (PPG) Meeting 14th October 2026

Teams meeting (patient pre-meet 18:00-18:30) 18:30-19:45

Present: Dr Neil Manttan (NM - GP Partner), Natalie Ker Watson (NKW – Managing Partner), and 10 patients (SB – chair, DS – vice chair, PV, RP, EP, SR, SO'K, LH, PW, CK).

Apologies: LH, GN.

No.	Agenda item
1	**Welcome all from the Chair – Stephanie (SB)** **Actions from last meeting** PW will send on his review of the website.
2	**Patient items** <u>New agenda items</u> • How have the practice found the change this year with a Patient chairing the meetings. Does it work for you? What else can we do to help things run smoothly? Would anyone else like to take on the chair/vice-chair roles. Positive feedback given by the practice about this change and thanks to SB for chairing. All happy for her to continue to chair with DS as vice chair for another year, or two! The group have been meeting half an hour before and also meetings outside the formal PPG meetings. Helpful to have agenda items beforehand. SB & DS met another PPG chair from another practice and they were impressed at how we run things. SR – experienced fantastic service here and feedback from his friends in North London is that they do not get the level of service we receive. Discussion about how else the patient group can help. NKW – ad hoc requests, e.g. 3 patients helped out at the flu day, which was very helpful. So if you're open to requests to be called upon, let NKW know. NM – maybe if we need a quick answer to something we can send an email/survey monkey to the email group? • How can you best facilitate the making of follow up appointments with the same GP? NM – it can be tricky and not always essential if it's a new problem but there are instances where it would be useful. Complicated medical problems, we can put a major alert on the record to say 'pl book with Dr x' which can give reception a steer. Can the GP make the appointment at the time – possible. Only 2 weeks in advance as our

appointments are only allowed to be on for this time frame in advance.
Send a text to the patient with a link is another way.
Or send an online request which can be passed to the clinician.
Note that most GP's work part time at The Muswell Hill Practice so not available every day.
SR commented that all previous consultation data is on the record so all doctors have access to it.
CK – experienced continuity in a recent experience which was helpful.

- Is it possible to put information about the free and healthy things to do in Muswell Hill on the screen in the waiting room

Yes.
Calendars – Kissing it Better

Leaflets were generally removed from covid times and things have got more digital and on the screen.

Patient group – can send any information for the screen. Note – our screen in our waiting room is out of action but very happy to add power point public health messages on to it.

- Can you tell us how you are progressing with the providing of more preventative care, such as 5 yearly checks for 40-74 yr old's? Do you have a plan for delivering these?

We do a lot of preventative health care on a day to day basis, which isn't always coded as NHS health checks. If one thing is missing from what is required in a health check, it is not recorded that it's been done, even if bloods heigh, weight and blood pressure have all been done as there are many other questions to answer.

Work being done by the Haringey GP Federation – text message sent out and an option of 4 venues to book into. Last month the federation completed 99 and we did 11 NHS health checks. There is a funding cap of 141 per year and get £25 per check.

Pt queried do we have a system for anyone who doesn't come in? It can be tricky to find those who don't come to the practice.
CK – how can technology help with computer searches?
NM – it will come down to funding.
SR – The GP practice can't do everything.

GN emailed in advance of this meeting – noted Radio 4 talk about hypertension (high blood pressure) is higher in Black African and Black Caribbean people. NKW – have added on the website to encourage everyone to use our pod machine to take their blood pressure.

- Is it possible to have the Accux(?) Blood Pressure Monitoring text or link that the GP Practice send to patients have more of a preamble, which provides an overview and explanation of what is expected of the patient, before filling in? If not can this be sent as a separate document beforehand?

	DS & RP noted that some instructions beforehand would be helpful, perhaps a link to instructions on the website. NM – invite to send us in what would be helpful and we'll incorporate. • Is it possible to identify when certain things will be discussed eg Complaints in Summer Meeting. Review of PPG Meetings every Autumn. Complaints in the summer meeting Review of PPG in the autumn meeting SR - Suggestion box – let's think about that.
3	**Any other business** SO'K - Waiting room – would be helpful to have chairs with 2 arms to lean on to get out of the chair. NKW – there are a couple opposite the toilets in the corridor. The ones in the waiting area are in banks attached to each other. Can look into.
4	**Date of next meeting** 10th Feb 2027 (remote) Dr Smeaton 6:30pm (6pm pre-meet for patients)