**Ordnance Unity Centre for Health**

**Face-to-Face PPG meeting**

**Date: 14.11.2024**

**Chair**: **Dr Claire Nicol**

**Ordnance Unity: Dr Claire Nicol, Miss M Zagajewska**

**PPG Members / Attendees: [AZ], [CC], [CK], [JR], [ET], [MC], [CC], [NJ],**

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| **Agenda items** | **Discussion**  |
| Welcome and Introduction | * Dr Nicol opened the meeting by welcoming all attendees and outlining the agenda. The purpose of the meeting was to update patients on recent developments at the practice, gather feedback, and discuss future plans to improve patient care and services.
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| Staffing  | * The practice is proud to announce its new status as a training practice for General Practitioners. This initiative is led by Dr Sandu, with the current GP trainee being Dr Kel. GP trainees are fully qualified doctors who are completing the final stage of their training to become independent GPs.
* These trainees can consult with patients, prescribe medications, and make referrals. All cases are reviewed with their supervising GP to ensure high standards of care and to support the trainee’s learning. Becoming a training practice not only enhances the quality of care but also makes the practice more attractive to future GP candidates, ensuring resilience in the long term.
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| Additional Consultation Room | * To support the growing team and improve patient access, the management team has invested in converting an under-utilised clean utility room into a fully functional GP consultation room. This involved redecorating the space, installing appropriate medical furniture, and equipping it with new IT hardware.
* However, the room has been affected by damp issues due to a lack of external maintenance by Enfield Council. The practice is actively working with the Council’s facilities management team to resolve the issue and make the room operational as soon as possible.
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| Vaccination campaigns | * Both the flu and COVID-19 vaccination programmes are currently underway. Patients are strongly encouraged to get vaccinated, especially those in eligible groups, to protect themselves during the winter months and to help reduce pressure on NHS services.
* Flu vaccinations are available at the surgery for registered patients and at many local pharmacies.
* COVID-19 vaccinations are being administered at several sites across Enfield, including Evergreen Surgery. Appointments can be booked via NHS 119 or the NHS website.
* The practice is pleased to report that it is meeting or exceeding the Enfield average for flu vaccination uptake across all eligible patient groups.
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| Learning Disabilities Health Checks | * The practice is making a concerted effort to improve health outcomes for patients with learning disabilities, who often face greater health challenges. A key focus is ensuring these patients attend their annual physical health checks, which are vital for early detection and management of long-term conditions.
* The Enfield-wide average for annual health check completion is 55%.
* Ordnance Unity Centre for Health has achieved an impressive 81%, with plans to increase this further through proactive outreach and support.
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| Patient Feedback | * Patient experience remains a top priority for the practice. Recent feedback has been overwhelmingly positive:
* According to the Friends and Family Test conducted in September 2024, 92% of 264 respondents rated the practice as either ‘Good’ or ‘Very Good’.
* Telephony data from October 2024 shows that the average call waiting time has significantly improved, now standing at just 2 minutes and 52 seconds.
* The total triage system continues to function effectively, with appointment access often remaining open well into the afternoon, improving flexibility for patients.
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| Any Other Business | * The floor was opened for questions and additional comments from attendees. Topics discussed included ongoing improvements to access, patient communication, and suggestions for future PPG meeting topics.
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| Next Steps / Actions | * Continue to liaise with Enfield Council to resolve the damp issue in the new consultation room.
* Maintain momentum on vaccination and health check campaigns.
* Monitor patient feedback and telephony performance to ensure continued improvement in access and satisfaction.
* The meeting closed at 4.15pm.
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