

CAVERSHAM GROUP PRACTICE

Caversham Patient Group meeting was held on 9th February 2015 6.30-8pm

MINUTES

Present

Representing Caversham Group Practice Dr Stephen Amiel (SA), Dr Daniel Toeg (DT), Sheetal Shah (SS), Fay Saunders (FS)

For confidentiality purposes, names of patient attendees are omitted from the version of these minutes uploaded to public websites. Copies of minutes are distributed to the PPG mailing list.

1. **Introductions:** RSA opened the meeting by thanking those present for attending and welcoming Sheetal Shah, Practice Manager who has returned from maternity leave.
2. **Federative Working:** RSA briefly spoke about federations where GP practices in Camden together will form a federation with objective of having access to a GP 8-8pm 7 days a week and moving specialist services (e.g. Heart Failure, Diabetes, Anticoagulation) into GP practices. RA raised a few concerns with regards to continuity of care and patients with multiple health problems might find themselves 'in a pass the parcel situation'. Other concerns raised by patients were:
 - patients might have to travel more for these services
 - IT challenges with data sharing and confidentiality
 - ?consultation with public
 - ?practice responded positively
 - ?sensible if all practices refused
 - ?GP practices are so keen
 - ?expertise in winning successful bid against private companies
 - ?change in government have change in federation idea
 - ?why nobody refused as strength of GP practice representing patients is 'no decision about me without me'

SA informed patients that every practice in Camden has signed up for the principle of access in way where continuity of care, mutual trust and relationship with practice is maintained.

- There was no consultation but logical conclusion from NHS England. This is a political drive. Power of GPs is very limited to refuse
- Haverstock Healthcare owned by Camden GPs will be placing a bid for services with the aim of offering:
 - ✓ Offering access
 - ✓ Continuity of Care
 - ✓ Care should be close to patient and GP
- £7.5 million pump filling amount is allocated to be spent over 3 years as there is currently no capacity to provide the above services.

- CCGs accept bids only from federations and not GP practices. Bids would be accepted from any qualified provider even potentially hospital trying to provide primary care services.
- It is difficult to say whether change in government will change current federation situation.

This is to be discussed further when there is more information available. RA will add this to the agenda in 6m time. SA reassured patients that federative working would not have any impact on current care offered to patients at Caversham

3. Camden Patient Participation & Engagement Group (CPPEG): CPPEG Elections were in November & December last year. 2 patients from Caversham (KE & RA) have been elected as board members. KE gave following update:

- Most patients don't know about CCG, CPPEG and political changes.
- Caversham is well ahead compared to other practices with regards to patient engagement
- Patient Engagement is very important hence KE will be looking at ways of communicating with patients and would welcome any views.
- Judith Hunt is appointed as interim chair for 6 months.

AOB

- Concern raised by a patient where no appointment available with a nurse for removal of stitches. SA informed patients we are short on nursing staff. Overall nationally there is shortage of nurses however practice is working on improving nurse access. Other patient gave feedback where he had his stitches removed few weeks ago without any problem getting an appointment and received a fantastic service.
- RA on behalf of patient mentioned about delay in getting report from specialist. DT informed the practice also receives it late
- Patients confused and not aware of different groups. KE suggested viewing Kings Fund 3m video which is very helpful.
- JW will put a plan together a plan on what patients can do and how patients can be more involved in proactive outreach services and making group more diverse.

Conclusion: RSA thanked everyone for attending the meeting.

Next meeting: Tbc