

Minutes of Patient Group Meeting

Tuesday 21st October 2014. 18:00pm

Apologies were given.

1. Data Sharing. Pippa Wady, Sustainable Insights Development Manager from Camden CCG gave a presentation on data sharing and the three initiatives currently coming into existence. Summary Care Record (SCR), care.data and CIDR (Camden Integrated Digital Record). She explained the differences between these and the safeguards that are in place to protect patient data. She gave a summary of how patients may opt out of them if they wish.

2. GP Education Focus Group. Dr Laila Abdullah spoke about her plan to create a focus group of invited patients to canvass their views about medical students and how best to involve and integrate them into doctor-patient consultations. The purpose is to help patients learn more about teaching in practice, what goes on and how they can be involved. Dr Abdullah is setting up a website, the aim is to have it up by January, and wishes to invite patients to join and to share their views. In return they will be given a £20 M&S voucher and extra time in their consultation with a GP.

3. Rod Allison, visit to Queens Crescent Community Centre. Rod went to the Black and Minority Ethnic group at the community centre, and spoke to the people there about the PPG. None of them were Caversham patients. All three said they had difficulty in getting through on the telephone at their respective surgeries. There was good feedback about Patient Access and online booking but the problem is getting through on the telephone in the first place.

4. Report on the Action Plan agreed at the previous meeting.

(i) Outreach to under-represented groups. Rod had visited Queens Crescent community centre but it was felt that more could be done. For example a volunteer was called for to visit Busby Place Community Centre where there are likely to be more ethnic minority groups represented. It was agreed that we would email the practice mailing list to see who is prepared to give up a little time to visit this centre and consideration would be given to visiting to publicise the group.

(ii) 'Lose a Little – Keep it Off' Initiative. It was felt that the scope of this item was outside the remit of the PPG and not practice-specific enough. An alternative initiative would be selected by the group to replace this one.

It was suggested that instead of this, having themed events or educational talks as part of the patient meetings which might attract a more diverse membership. Suggestions were made to invite speakers who could talk about health issues such as Mental Health, musculoskeletal, diabetes or issues concerning young people such as housing, benefit issues, or parenting.

(iii) **Improve wording in the outgoing phone message.** Fay confirmed this had been done and the phone message had been rerecorded to be less ambiguous.

5. NHS Choices. JFD showed the group NHS choices and it was agreed that a review of the comments left by patients on this website would assist the group to recognise common themes or areas of concern. **A suitable frequency for the group to review comments** left on this website was felt to be six-monthly.

6. Other matters

- (i) **Automatic phone booking system.** The practice is being provided with an automated phone booking system so that patients can book their appointments using the phone, even when the practice is closed. It was felt that this would relieve pressure on the telephones and the time patients currently wait for their call to be answered. This should be installed by Christmas.
- (ii) **Patient Access.** From March 2015, patients will be able to access information from their own medical record. Initially this will be only their medication and allergies but it will expand to include more information later on.
- (iii) **Tab on the website.** A dedicated tab on the practice website devoted to the PPG is now in place.
- (iv) **List of patients contactable by email.** This was a key agenda item at the last meeting. At present, only the practice has contact details for the PPG membership. See item (vi) re. this.
- (v) **Advertising the PPG on the waiting room TV Screen.** We are putting up Powerpoint slides in the waiting room to encourage more people to join the PPG. We specially want to invite under-represented groups to join.
- (vi) **A dedicated NHS email address (caversham.ppg@nhs.net)** has been set up for the use of the PPG and members who are happy to share their email address with the Chairs of the group or with each other should email in to this address to confirm this fact.

7. Elections to the CPPEG. The CPPEG is the Camden Public & Patient Engagement Group and is a forum for local GP patient groups to meet and discuss strategy on a borough-wide basis. Caversham Group Practice falls within the North Camden Locality Area. Elections are soon to take place to elect representatives for each group. Those who want to either stand or to vote have to register for this and must already be members of the PPG, who have attended at least one meeting in the past twelve months. An email is circulating from Martin Emery of Camden CCG which will be forwarded on to all members of the PPG with information about how to do this.

Rod Allison and Frances Lefford both attended the **North London Alliance** meeting on 16th September. The North London Alliance is a GP federative model which has been agreed to help provide GP services pan-Camden involving all GP surgeries working together. It is hoped to start implementing this by next April. FL attended a meeting and prepared amendments to a report about the proposed structure of the Alliance. These were circulated at the meeting and supported by the group.

8. A PPG dedicated noticeboard has been put up in the waiting room. Some literature on it would be welcome. Any volunteers to help make this informative and attractive, please come forward.

9. AOB.

Out of Hours services.

Some members were concerned about the intention of the local CCG to re-tender for Out of Hours services currently provided by Harmoni and NHS 111. It was felt that only local GPs were best placed to provide this service as they know the area. This issue has gone to the CCG Scrutiny Committee and the LMC. The CCG are supposed to consult CPPEG before they take action. This highlighted member concerns about creeping privatisation. **The group would like 'NHS Local Privatisation' as a rolling item on future agenda.**

GP at the group.

The group also requested that a GP attend the next meeting.

Next Meeting. The date of the next meeting will be sometime in January next year and details will be circulated to all those on the mailing list.