**Caversham Group Practice**

**Minutes of Patient Group Meeting held on Tuesday 28th April 2015, 18:00 – 20:00**

**Present**

Representing Caversham Group Practice: Dr Stephen Amiel (SA), Sheetal Shah (SS), Fay Saunders (FS), Eddie Davison (ED).

Chairperson: Roderick Allison (RA)

Speaker from CCG: Martin Emery (ME)

Sixteen patient group members attended. 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.

RA opened the meeting by thanking those present for attending and introduced himself

and apologized on behalf of joint chair JW. All the practice representatives introduced themselves.

**What is CCG (Clinical Commissioning Group) & various patient engagement groups in Camden - ME**

Aim of commissioning is to look at patient engagement in sense of local providers, ensure access to and the delivery of safe, effective and responsive services, have investment programmes for long-term conditions, cancer, mental health & working in partnership to lead the healthcare system so these services can be offered in primary care

Aim of Camden Patient Participation engagement Group (CPPEG) is to ensure patient views are considered in all CCG investment and review programmes.

37 member practices in Camden are divided into 3 localities; these are North, South & West. Each locality has PPG Alliance group. The representatives from PPG Alliance group attend the commissioning and provider part locality meetings for patient voice to be heard.

Questions on procurement processes of commissioning services to Any Qualified Provider were raised by patients. Physiotherapy services provided by Connect was used as an example where a patient’s quality of care was compromised and treatment delayed.

One of the PPG members JL gave feedback on NHS 111 service meeting between 5 boroughs he attended. There was no patient consultation with regards to this. Various measures ought to be discussed more widely; none of the patient representatives were elected. JL is hoping to meet with LMC and Haverstock healthcare.

Every service will have to go via procurement process which is beyond practice and CCG control as this is mainly controlled by NHS England. The representatives said they would like to know about the changes at an early stage. **ME said there is a contract finder option on CCG website where patients could sign-up to receive an alert on what tenders are going out.**

ME discussed feedback from projects he has recently been involved with to engage underrepresented groups. Examples included working in collaboration with the LGBT community and Royal Free hospital

Working with sensory impaired patients to improve their experiences of the 111 Service such as exploring introduction of “face time”

One of the patients raised a concern re a delay in a referral. It transpired that the delay was a result of a problem with UCLH “Cloud Storage” resulting in a delay with Clinic letters arriving to GPs. This problem has since been resolved by the hospital.

**North Alliance & CPPEG Update**

1. **North Alliance Update – FL**

North Alliance PPG consists of 13 practices and 2 representatives from each practice. The aim is to be means of communication between locality and services in individual practices. Patient representation should be democratic; all information should be collated and patient voice should be powerful; Alliance plays a vital part in helping patients.

1. CPPEG Update – KE & RAP

KE became member of CPPEG in February; feedback discussion and questions on federated practices to the CCG, and checked to make sure the minutes were available to the CCG. KE shared King’s Fund video on NHS organisation with practice PPG. KE has been appointed as patient representative on two CCG committees – the commissioning group and the locally commissioned services group.

KE been to presentations (organized by CCG) about new services and developments

* Care navigation – a new service for Camden’s frail and elderly population
* 8-8 – plans for services in Camden
* Clinical assessment service

 RAP too became member of CPPEG in February. RAP is doing lot of work on refugee

 and mental health and is happy to look complaints from these patients. Housing should

 come under health needs for homeless patients.

**Outreach Update**

Following last PPG meeting in February practice as done following outreach work:

* KE attended mother & baby clinic to speak with patients about the PPG and listen their views about the practice. She spoke to 12 people. Out of 9 families, 7 signed-up to be members of the PPG.
* Practice wrote to housebound patients inviting them to be part of virtual PPG. They can email FS or SS any agenda items, concerns they would like to be discussed in PPG meetings and receive minutes of the meeting. 1 patient joined the virtual group
* PPG leaflets translated in Somali & Bengali languages. Receptionists are encouraging patients to join the group. This is an ongoing attempt as so far none of the patients have joined the group.

**Comments and feedback from NHS Choices and Friends and Family Test - FS**

FS went through the comments on NHS choices and explained the rating system. NHS choices comments were mainly generalized and on based experience patients have had at the practice.

Friends & Family test data collected by practice was presented by FS

**Future agenda topics**

Ongoing agenda items agreed were NHS Privatisation and federation update.

Any future agenda topics to be emailed to RA or SS.

RA closed the meeting by thanking ME and all patients who attended the meeting.