**CAVERSHAM GROUP PRACTICE**

Caversham Patient Participation Group (PPG) meeting was held on 19th June 2018 from 2-4pm

**MINUTES**

**Present**

Representing Caversham Group Practice Dr Stephen Amiel (SA), Sheetal Shah (SS), PPG Chair Roderick Allison (RA)

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. **Welcome & Introductions:** RA opened the meeting by thanking those present for attending and did round of introductions.
2. **Listening Space Garden Summer Event on 21st June**

Different patients and member of staff have been working on different things for the event. RM has got in touch with local politicians and old Caversham staff who have confirmed their attendance; the new Mayor of Camden will also be joining us for the event along with all other local politicians who are patients at Caversham

KE on the other hand has interviewed 5 different member of the team; their interviews will be on the notice board as well in the handout. SA has arranged for old staff photographs.

RM has a link of a film on GP’s pay back in 50s which shows old Caversham in Caversham Road. It’s on [britishpathe.com](http://britishpathe.com); Search for ‘The Doctor’s Pay aka The Doctor’s Protest 1957.

JL is going to bring some leaflets about the NHS 70th birthday March which is going to be on 30th June starting from Warren Street going to the Parliament

1. **Patient Survey Result**:

KE & RA along with SS designed a survey questionniare around communication and what patients would want the PPG to focus on. The Practice received pleasingly large number of responses.

SS discussed the results of the survey with the group where majoritiy of responses received from patients was around appointment availability, problems with ordering repeat prescriptions and some were around knowing more about NHS funding.

Further feedback received from the group included reviewing the current webiste to make it more user friendly and reviewing the way in which practice can accept repeat prescription requests. Practice accepts repeat prescriptions via Patient Access but not over the phone. Patients would also find useful having guidance on how the repeat prescription system works more readily available on front desk and on Practice Website. Practice is currently working on improving their systems on repeat prescritpions with the help of practice pharmacist.

Practice will work on reviewing the appointment system based on patient survey feedback. It was agreed to have a member of our PPG in the working group in advisory capacity. If any PPG member who would like to be part of working group to please get in touch with Practice Manager

Additional feedback received was updating notice boards more frequently. Possiblity of PPG members working with the Practice on this was discussed

1. **Practice Update**

Practice has 3 new salaried GPs starting soon as Dr Azhar Malik is retiring end of December and also additional clinical capacity for better access to patients. Practice staff will soon have name bades with big font. Contraception clinics have increased as the demand in the practice has increased. The diabetes clinics have been introduced with two GPs in the practice. The communication on how new diabeties clinic would work is sent to all diabetes patients.

SA added there is more and more ‘working at scale’ happening in collaboration with other neighbouring practices. This has advantages but must not be allowed to dissrupt the patient-GP relationship.

1. **Sustainability and Transformation Plan (STP) – it’s effects on the Practice**:

The idea of Accountable Care Organisations (ACOs) is currently on hold subject to judicial review. There are cuts in Health Visitors and District Nurse Teams; GPs are not sure how patients are ‘looked after’. There is now a loss of relationship with community services which was highly supported by all patients. There is no extra funding in social care and care provided by local authroity.

Patients have requested for scrutiny committee to do detailed consultation with GPs before apporivng the STP plan

1. **CCG/CPPEG Update by KE**

The Practice forwards the CPPEG newsletter to all patient members regularly which has all the detailed information. We are the only area in the country to get this information .

In last open meeting UCLH presented all the results of patient feedback from all surveys. They have put a focus on administrative system issues.

UCLH also presented the new IT system where patients will be consulted as it impacts on how data is shared between them and the Practice. Switch over to the new system will be on 31/3/2019. Currently there is training process happening and is envisaged it will substancially improve communication

The consultation on St Pancras works is going on Camden and Islington board to board meeting. A formal consultation will be happening with patients. KE will find out the exact dates and circulate it to all PPG members via the Practice.

Healthwatch is currently reviewing plans about Estates and Community services. Their main criticism is lack of community mental health services and General Practice Premises

1. **Items for future discussion**

Following items were suggested by the PPG members for future discussions

* Clinical areas patients wish to know about
* Services for over 70s in the community
* Adult Social Care Update and relation to general practice
* Practical and ethical issues of having defibrillators
* Asylum Seekers – How they access health care and mental health services
* Communication

1. **Any Other Business:**

* NAPP Group of 100 – FL mentioned there are huge requests for patient participation. The orginsation tells you what is happening with patient participation nationally. They are looking for 100 people who are willing to be surveyed. If anyone would like to join the group please get in tocuh with Practice Manager. The annual subscription for NAPP is renewed annually bt the Practice.
* MF said he had had a letter from the council saying before they provided help in moving bins they required a letter from the GP  stating in detail why such help was medically necessary. SA said this was not part of the practice core contract and the Council should be told it was unacceptable. He would raise the matter with the Local Medical Committee.

**Date of Next Meeting: 2nd October 6.30-8pm**