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| **Meeting title** | PPG Meeting |
| **Date** | 1st July 2019 |
| **present** | Dr Stephen Amiel (GP Partner), Faiyaz Bobat (Practice Manager), Dr Jane Myat (GP Partner), Fay Saunders (Deputy Practice Manager), Dr Alex Warner (GP Partner) PPG Attendees: Roderick Allison (Chair), Robert MacGibbon, Francis Lefford, Kathy Elliott, Elizabeth Monck, Kate Harwood, Jacky Spigel, John Lipetz, Judith Philo, Adrian Paterson, Anna Wright (Health Watch Camden) |
| **Apologies** | Ruth Appleton |
| **Notes**Accessible Information Service(Anna Wright)**Practice Update** **Primary Care Network (Dr Alex Warner)****Social Prescribing & Care Navigation****(Dr Jane Myat)****Patient Experience** **(Kathy Elliott)****CCG/CPPEG update -****Orthopaedic Consultations (Kathy Elliott)****NHS-Wide Issues (John Lipetz)****Any Other Business** | Anna Wright introduced herself as working for Camden Health Watch and she is also a Camden Councilor. She stated the following points regarding her role:* To make sure information gathered is distributed evenly and independently
* To make formal recommendations and constructive responses
* See people at community events
* To make sure that things are signposted for people with hearing impairments, blind and those with learning disabilities etc.
* Those with communication difficulties
* Training should be provided to staff at GP Practices i.e. reception staff
* For example reception staff to speak to the patient and not their carers
* Anna has attended every GP Practice in Camden to provide support sessions
* Registration forms should be made more friendly for people with a learning disability etc. – for example forms in larger print could be used for those with a visual impairment
* The registration form on the Website could be in large format read, for those who need it
* Dr Jane Myat stated that information should be shared and understood – leaflets.
* Dr Stephen Amiel stated that patients with language difficulties should be offered longer appointments
* Faiyaz Bobat stated that we are always looking at the appointments system
* Fay Saunders stated that all new staff members when having training different patients’ needs as stated above should be discussed, and that there should be a note on patients notes, so we all know how to speak to certain patients.

Dr Alex Warner stated the following:* New GP Contracts
* Work load issues
* Target – clinical issues – target clinical negligence – National
* Nationwide – wider practice grouping – things to be done in the next four to five years
* We are working with two other Practices – total patients added together 35,000
* Signed contact
* For the future we will have a social prescriber – physician associates and physiotherapists
* To look at structured medications
* Early cancer diagnoses – to be looked at under the Network of Practice

John Lipetz stated – how was it chosen which Practices we worked with – what is happening at the Practice – what are the effects?Dr Alex Warner stated:The Practices we were chosen to work with was based on who we had already been working with over the last few years* The impact on the Practices is not known
* This started on the 1st of July 2019
* Could help with the workload of doctors
* At the moment it is meant to off load
* Effects on the Practice working in the future – overtime – more things need to be down with the Network

Francis Lefford stated – will I be able to see my doctor more easily?Dr Alex Warner replied – hopefully in theoryFrancis Lefford stated – Will this affect the relationships on Practices and hospitals?Dr Alex Warner replied – It should not affect the above at this stageDr Jane Myat stated:* Project was started three and a half years ago
* Addressing problems
* Practical opportunities
* Courtyard – rebuild garden
* The garden is now a venue and is very popular – has been helped by the community giving
* Camden Carers function was recently held in the garden – good time had by all
* The craft sessions each week in the garden and in the Practice waiting room have also been very popular – with some of those attending who we did not think would come. Lovely cushions have been made.
* For the future would like to have a community kitchen – safer clubs and skill building – there are talks within the community
* The garden has made a difference to all of those who use it
* Project to be scaled-up

Fay Saunders stated that the new sensory room should be in use soon. This will be a very relaxing environment for certain patients. The Caversham staff has come in at the weekends in their own time to paint and make sure that the room is ready to use asap.Kathy Elliott stated:* How do we feel about patients writing down their stories regarding their experiences. She asked for any such stories to be sent to her to collect
* Recently a patient attended a non-clinical staff admin meeting to tell his story about his experience from when he was discharged from hospital to being visited by the district nursing team

Fay Saunders stated that the admin team and receptionists found this a very useful discussion when the patient attended the Practice regarding the above – patients and staff learning alongside each other.Francis Lefford stated:* Francis Lefford I am a public governor at the UCLH
* Discharges at the UCLH is an issue
* There is a push on beds at the hospital
* Hospitals are penalised if they do not hit their targets
* Discharge to assess
* What can I do as a governor?

It was stated, could the PPG communicate with the UCLH and other hospitals regarding this issue?Kathy Elliott stated that it would be good to collect other patient stories regarding their experiences. Kathy Elliott stated:* Process of hospitals
* Offered to this part of London for the future
* To be attached with the minutes of this meeting

John Lipetz stated:* Primary Care Networks
* Continuity of care
* Patients with long term conditions
* John Lipetz stated that time was running short and that this topic was critical information and asked the chair for this topic to be given full-time at the next meeting, and to be discussed in full details.
* Dr Amiel suggested that NHS-Wide issues should be taken one-by-one and that at the next meeting Primary Care Networks should be explored more fully.

Health Watch Camden Project – in-depth interviews are being organised with 30 patients who have been asked to go to Chase Farm Hospital for surgery. Looking for 8 more patient stories. To contact Anna(email address to be attached)Also 140 patient stories of experience of discharges and follow-ups. Anna will share the information with the PPG – when ready to share.RCGP & BMA have agreed to ask all members re physician assisted death. Proper consultations to be had – this was raised by Robert MacGibbon.The meeting was brought to a close.**Next PPG Meeting 30th September p.m.****Agenda items to be carried over to the next PPG Meeting:*** NHS-Wide Issues: Primary Care Networks John Lipetz
* Patient Access: Pharmacy appointments – Ruth Appleton
* Transfer of services from the Royal Free Hospital to Chase Farm Hospital. Blood tests at the Royal Free Hospital – Mick Farrant.
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