

Minutes of Museum Practice Patient Group: 15 December 2014 meeting

1. Present and apologies

Alan Spence, David Murray, Anton Gill, Roy Trevilion, Mia Holman, Anne Garrigues, Kate Matheson, Richard Dodds, Jane Smith (chair), Dr Agrawal.

Apologies received from Grace Dedman, Theresa Fitzgerald, Kevin Corbett

2. Arrangements for charring meetings, organising agenda and taking minutes

In future, Richard Dodds will organise each meeting's agenda, chair meetings and take minutes. Kate Matheson and Anton Gill will deputise. Richard will also manage the Patient Group's email account.

Action: Jane Smith – who is moving out of the Practice catchment area in the New Year – will forward details of the email account and email addresses of Group members to Richard.

3. Matters arising from minutes of Patient Group meeting held on 13 October 2014

● *Camden Clinical Commissioning Group Patient and Public Engagement Group elections to steering committee.*

Camden Clinical Commissioning Group (CCG) Patient and Public Engagement Group divides Camden into 3 localities. Museum Practice is in south locality. There were only two candidates for the south locality's 4 'seats' – therefore, there was no need to hold an election within that locality. The two candidates have automatically become members of the steering committee. Anne Garrigues is one of the new members and said she will be able to report back to the Museum Practice Patient Group about CCG activities. There are elections in north locality – voting is open until 19 December so the official announcement of the new membership of the steering committee will be not be made until after the results of that election are known.

There was some concern expressed about the way the election had been organised, and about the arrangements for registering to vote. Errors included advertising the wrong dates in the local press.

Even though Roy Trevilion did not stand for election to the steering committee, he is hoping to continue as a south locality representative on some of the CCG's committees.

● *Result of the appeal lodged with NHS England London office following its decision to 'fail' the Museum Practice's application for extra payment for delivering a 'patient participation directed enhanced service' in 2013/14 (that included facilitating the Patient Group and carrying out a survey of patients).*

Dr Agrawal reported that the appeal had been turned down. She said she understood that appeals from other practices had also been unsuccessful.

The Group noted that NHS England London office had not responded to Jane Smith's letter in support of the Museum Practice appeal.

4. Dates of 2015 meetings

The Group decided to meet quarterly in 2015 rather than every two months.

Dates of the 2015 meetings are:

Monday 16 March

Monday 15 June

Monday 14 September

Monday 14 December

Action: Anne Garrigues offered to produce posters for each meeting.

5. Issues raised by Dr Agrawal

● *Data sharing*

Dr Agrawal said there are currently 3 different 'data sharing projects' being publicised within the Practice. There is a leaflet available from reception that details them all.

a) Camden Integrated Digital Record (CIDR). This is a local initiative from Camden Clinical Commissioning Group that aims to put health and social care information from different sources onto one Camden 'Integrated Digital Record' for each patient. Health professionals will have to ask the permission of patients to view their Integrated Digital Record before doing so. Patients can opt out of this initiative by completing a form available from reception.

b) Summary Care Record. This is a national initiative. A patient's Summary Care Record contains information about allergies, medications and adverse reactions to medications. The idea is that in an emergency, or when the GP practice is closed, health professionals can have easy access to this information. Patients can opt out of this initiative by completing a form available from reception.

c) care.data. This project has not yet been relaunched but GPs in Camden are giving patients the option to opt out in advance, at the same time as the other two projects. care.data enables personal data about patients to be sent from a GP practice to the Health and Social Care Information Centre for research purposes. The information will be accessed by NHS and social care managers and researchers, and could be given to commercial companies. Patients can opt out of this initiative by completing a form available from reception. Dr Agrawal said if patients had already opted out, they do not need to do so again.

Action: Roy will circulate a PowerPoint presentation he has about the Camden Integrated Digital Record.

Roy asked about the fate of old patient records held on paper. Dr Agrawal said records from the last three years only were scanned onto the Practice's electronic system, but every patient's old paper records are stored within the Practice.

● *Friends and family test*

Dr Agrawal reported that from 1 December, the friends and family test was being applied in the Practice. About 10 per cent of patients seen each month are to be asked 'would you recommend this Practice to friends and family?' and given the chance to submit comments. The Practice has to collate and analyse the data and publish the results at the end of each month. The first returns are due on 31 December 2014. The Group felt this was a lot of extra, unnecessary work for Practice staff. Dr Agrawal said she would discuss any negative feedback with members of the Group.

● *Money to spend for patient benefit*

The Practice has been allocated money to improve the delivery of patient care as a result of taking part in the prescribing quality scheme run by Camden CCG that encourages GPs to achieve cost-effective, safe prescribing. As a result of the Practice's prescribing practice (that has been audited), the Practice can apply to the CCG to spend about £4,000. Dr Agrawal said new filing cabinets have already been purchased, but there is about £1,500 to £2,000 remaining that could be spent. Mia Holman suggested rails be installed at the entrance to the surgery as navigating the steps can be difficult. Dr Agrawal said the Practice had considered replacing the external sign, but members of the Group felt that rails were more important and said they rather liked the existing sign.

● *Artwork donated by patients*

Dr Agrawal drew attention to artwork around the Practice that has been donated by patients.

6. Issues raised by members/patients

● Kate Matheson raised the potential development of the Sorting Office site between New Oxford Street, Museum Street and High Holborn. Alan Spence reported that the plan is to clad the existing building and add two stories on the top. There would be 21 affordable flats, plus shops and offices, plus 3,000 square feet for a GP surgery. The property is owned by a venture capitalist, he said, but being developed by Grantham Properties.

Alan is involved with a small group that is preparing an alternative development scheme.

7. AOB

● Alan reported on a visit by the Socialist Health Association to the House of Commons where there was a presentation. 90 per cent of all people who use the NHS go through a GP surgery, he said, but the GP service has been under-funded, and there is a shortage of GPs. Alan said that when the government abolished the concept of GPs looking after a patient 24/7 and introduced weekend/out of hours services, patients lost confidence and went to A&E instead. Since A&Es have been shut down, there is a potential catastrophe ahead, he said. Dr Agrawal said she thought the problem was more complex and there were other factors that had contributed to the difficulties in the NHS.

jes, 17/12/14