

Minutes of Museum Practice Patient Group

11 August 2014 meeting

1. Present

Alan Spence, Grace Dedman, Roy Trevelion, David Murray, Anne Garrigues, Kate Matheson, Theresa Fitzgerald, Richard Dodds, Jane Smith (chair), Dr Agrawal, Dr Alison Comby (new registrar)

2. Apologies

Anton Gill

3. Matters arising from minutes of last meeting, 16 June 2014

a) Poster to advertise date of the next meeting: Anne had prepared the artwork for a poster advertising the next meeting, and also provided the information electronically so Dr Agrawal can load the date/details onto the new screen in the waiting room.

b) It was noted that Jane had sent an email to NHS England (North East London) in support of Museum Practice's appeal against the decision to 'fail' the application for payment for a 'patient participation enhanced service' in 2013/14 (see item 7 below).

4. Camden Clinical Commissioning Group Patient and Public Engagement Group – elections

Roy reported that he was one of two patient representatives for the 'south locality' on the steering group of the Patient and Public Engagement Group (PPEG) set up by Camden Clinical Commissioning Group. He reported that Camden Clinical Commissioning Group is preparing to run elections for a Patient and Public Engagement Group steering group. There will be 12 positions, 4 for each locality. Every patient in Camden will be entitled to vote and any patient can stand for election. Camden Clinical Commissioning Group 'community ownership manager' Martin Emery (and his colleague Caroline Straker) will be contacting practice managers to ask them to circulate details of the election to their patients. Voting will be online and by post and will start on 6 October and end on 3 November. On Wednesday 10 September, there will be a meeting of the Camden Patient and Public Engagement Group to talk about the elections and any patient in Camden can attend. Details of the meeting will be circulated via practice managers in Camden (in the case of the Museum Practice, Dr Agrawal and Dr Bavin).

5. GP 'federation' for Camden

Roy also talked about a presentation made to the Camden Patient and Public Engagement Group about proposals to set up a 'primary care federation', and how it will affect practices. Dr Agrawal said the 'federation' is about GPs working together to make sure all Camden patients are able to access the same sort of primary care services, wherever they are registered. For example, some practices offer coil fitting or minor surgery while others don't. Also, the government want to introduce 'opening hours' for GPs 8am to 8pm, 7 days a week, and working collaboratively means patients will be able to access a GP during these times, though not necessarily their own. She said all Camden GPs had been meeting regularly since April to discuss the best way of setting up a federation and working more collaboratively. Haverstock Healthcare Ltd is a company launched by a group of GP practices in Camden. The organisations bids for NHS contracts and run services across London (www.haverstockhealth.com). The company could potentially support a primary care federation in Camden, said Dr Agrawal.

ACTION: agreed Jane to email Martin Emery, community ownership manager at Camden Clinical Commissioning Group (or Caroline Straker) to ask for more information about the proposal to set up a primary care federation to bring to the next meeting of the Group.

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6. Closure of local surgeries

Dr Agrawal reported that Bedford Square practice was closing on 30 September because the (sole) GP had given notice on her contract (because of rent/premises issues). The practice has 3,500 patients but not all of them live in WC1. So far, the Museum Practice has registered 50-60 former patients of Bedford Square. (Dr Agrawal said the NHS recommends roughly 2,000 patients per doctor). Soho Square Centre for Health and Care, on Frith Street, will now not close. The two GPs were paid salaries by a private company that held an 'APMS' contract (Alternative Provider Medical Services) with NHS England. These type of contracts allow private healthcare providers to run primary care services. (Other types of contracts include GMS – General Medical Services – given directly to GPs). The private company that had the APMS contract on Soho Square no longer wanted to run the practice. Dr Agrawal said the contract will be awarded to a 'caretaker' while future arrangements are worked out (eg awarding another APMS contract to a different healthcare provider, or awarding a GMS contract directly to the two GPs).

7. 'Patient participation enhanced service'

The Group discussed briefly what the Museum Practice will need to do to show it is eligible for an extra payment (36p per patient) for providing a 'patient participation enhanced service' for 2014/15. The Practice must document efforts it has made to ensure the Patient Group is representative of all patients registered. It must illustrate that the Patient Group has sought and discussed feedback about services provided by the Practice and identified areas for improvement. The GPs must illustrate that they have worked with the Patient Group to develop and agree an action plan to improve three priority improvement areas; the Practice must implement those improvements and then show how patients have benefited. Feedback from patients can include comments on the NHS Choices website, the results of last year's Practice survey, the results of the national GP survey, said Dr Agrawal. The Friends and Family Test will become a contractual requirement for GP practices from 1 December 2014 and will be another source of feedback.

ACTION: The Group agreed to discuss feedback from patients at the next meeting as a first step in the process of applying for the 2014/15 patient participation enhanced service payment. Jane to add item to next meeting's agenda.

8. Issues raised by members/patients

- Anne said being asked for a date of birth in a waiting room full of patients was not a comfortable experience. In addition, some people used their date of birth as a security code, so asking patients to say it out loud threatened their privacy and security. Richard said when he checked in with the receptionist he had only been asked his date of birth – he had not been asked his name. Dr Agrawal said dates of birth helped differentiate people of the same name. The computer system can only search for date of birth or first line of an address. She said she would feedback to the receptionists and ask them to enquire about dates of birth in a more discreet fashion in future.
- Kate reported on a July public meeting about the future of the old sorting office site. The possibility of including a new GP surgery in the development had been mooted but it had been made clear that it was not suitable. The developers of the site are currently planning future use.
- Health before illness project. Alan reported on a project carried out in Somers Town by the Cooperative Party to address health inequalities in the area (people who live in Somers Town live 11 years less than people who live in Hampstead and Highgate, he said). The project proposes creating 'health practitioners' to promote good health in addition to doctors who treat illness. He circulated a report to members of the Group.
- Kate announced that The Phoenix Garden Agricultural Show and St Giles Fayre takes place on Saturday 6 September (Stacey Street, WC2H 8DG, entrance on St Giles Passage).

9. Dates of next meetings

Monday 13 October, 6.30pm

Monday 15 December, 6.30pm

jes 12/8/14