

## Minutes of Museum Practice Patient Group (PG) 16 June 2014 meeting

### 1. Present

Grace Dedman, Richard Dodds, Theresa Fitzgerald, Anne Garrigues, Anton Gill, David Murray, Jane Smith (chair), Alan Spence, Dr Agrawal

### 2. Matters arising from minutes of last meeting, 14 April 2014

a) Poster to advertise date of the next meeting

**ACTION: Anne agreed to amend the artwork and include the date of the next Patient Group meeting on a new poster. See also action in discussion about complaints policy at item 4a).**

b) Supply of photocopied leaflets advertising date of next meeting

The Group decided not to create any more leaflets.

c) New lease on premises

Dr Agrawal said there was no news about the renewal/renegotiation of the lease, which had expired on 1 April 2014.

d) Sign in waiting room asking patients to be considerate of others

Dr Agrawal reported the sign is up and said there is now a dedicated noticeboard for the PG's exclusive use.

### 3. Issues raised by members

a) Report of meeting about health inequalities organised by Voluntary Action Camden

Alan reported that he had attended a meeting where health inequalities in Camden were discussed and senior members of Camden Clinical Commissioning Group (CCG) spoke about what they were doing to address some of those inequalities. There was also discussion about how best to make patient groups more representative, and how best to involve people in health issues. Speakers were from Camden CCG, Voluntary Action Camden and included the artist in residence at the Royal College of General Practitioners.

b) Anti-bacterial gel at reception

Anne suggested a notice be erected to let patients in the waiting room know they can use the anti-bacterial gel on reception. Dr Agrawal said as anti-bacterial gel is also available in the toilet, a sign in reception may be unnecessary.

c) Appointment reminder texts.

Members welcomed the reminder texts that were now sent out by the Practice (to people who have made an appointment more than two days in advance). The text reminder offers the facility to cancel the appointment by texting 'cancel' which then generates an email to notify Practice staff. The text message currently includes the Practice website address. Members of the Group thought this was confusing as the facility to book and cancel appointments via the website is not yet available.

**ACTION: Dr Agrawal said she would try to remove the website address from the text reminder message.**

*(NB on 17 July, Dr Agrawal reported that the reminder text message has been changed to read:*

*'If you can't attend please text CANCEL or call 0207 405 2739 to let a receptionist know. Thank you.')*

d) What does the Practice do to encourage men to check for prostate cancer?

Dr Agrawal said the PSA blood test is unreliable. (The test measures the total amount of prostate specific antigen [PSA] – a protein produced by normal cells in the prostate and also by prostate cancer cells. A raised PSA level may show a problem with the prostate, but not necessarily prostate cancer). 80 per cent of men at age 80 have prostate cancer and 90 per cent won't die because of it, said Dr Agrawal. GPs at the Practice will have informal discussions with men who are worried and will carry out a rectal (PR) exam; the PSA blood test on its own is not good enough. It is better to have discussion and a PR exam than have a PSA test, she said. GPs are not offered any incentive to carry out PSA tests or PR exams and do not offer them routinely.

#### e) Are shingle vaccinations available?

Dr Agrawal said shingle vaccinations are available but only for people were aged 70 or 79. The two ages have been set by the Department of Health, she said. People on certain medications are not offered the vaccine. The vaccine costs more than £100 a dose and reduces the chance of contracting shingles: it is 60 to 70 per cent effective. Eventually it will be more widely available, said Dr Agrawal.

*There is information about the shingles vaccination on the NHS Choices website  
[www.nhs.uk/Conditions/vaccinations/Pages/shingles-vaccination.aspx](http://www.nhs.uk/Conditions/vaccinations/Pages/shingles-vaccination.aspx)*

### 4. Reports from, and issues raised by, Dr Agrawal

#### a) Museum Practice Complaints Policy

A complaint had been sent erroneously to the PG email address.

**ACTION: Anne to add a note to the poster advertising the next PG meeting stating that the PG email address should not be used to contact the GPs. Dr Agrawal to add a similar statement to the Practice website.**

Dr Agrawal said the Practice aims to resolve any complaints or issues of dissatisfaction promptly. Patients can complain to either doctors, or to the receptionist if appropriate. There is a form (available from reception) that can be completed if people want to lodge a complaint and if this happens, Dr Agrawal and/or Dr Bevin will investigate. Dr Agrawal is planning to make the form available on the Practice website so patients can download it. The reception stocks a supply of leaflets about the independent NHS Complaints Advocacy Service that can support people who wish to make a complaint. All complaints have to be recorded unless they are resolved within 24 hours. In 2013, Dr Agrawal said there were only two documented complaints.

#### b) Camden Integrated Digital Record

Dr Agrawal said Camden Clinical Commissioning Group is linking records from GPs and hospitals in a bid to improve the care patients receive and make limited information – about medication, allergies and adverse reactions, for example – available to a wide range of healthcare professionals working in different services, but only if a patient consents.

*There is information about this project at [www.camdenccg.nhs.uk/CIDR](http://www.camdenccg.nhs.uk/CIDR)*

#### c) Extra payment from NHS England in recognition of the Practice's patient participation activities

The Practice has 'failed' to meet criteria about patient participation which would have meant the Practice qualified for a small amount of extra payment from NHS England (£1.10 per registered patient). In order to claim for patient participation, the Practice must meet certain requirements or 'components'. The Museum Practice failed on 'component 2 – agree with the PRG (in our case, PG) which issues are a priority and include these in a local practice survey.' Members of the Group pointed out that Dr Agrawal had discussed the practice survey before it had happened and the Group had suggested that a question about joining the PG be included. (Dr Agrawal had reported to the next meeting that it had not been possible to do that). Dr Agrawal did not document the discussion in the report she posted about the exercise on the website (as per the requirements). As a result the Practice was deemed by NHS England (North East London) to have failed the process. Members of the Group suggested the Practice appeals and that the Group write to NHS England in support of that appeal.

**ACTION – Jane to check the minutes of the relevant meetings and draft/send a supporting letter on behalf of the Museum Practice PG.**

### 5. AOB

Theresa suggested that members may find Streetlife, a new social network website containing neighbourhood news, a useful resource. [www.streetlife.com](http://www.streetlife.com)

### 6. Dates of next meetings

Monday 11 August, 6.30pm

Monday 13 October, 6.30pm

Monday 15 December, 6.30pm

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