

## Minutes of Patient Participation Group meeting 24 April 2013

**Present:** Grace Dedman Dr D Bavin  
Richard Dodds Susan  
Theresa Fitzgerald Martin Emery  
Alec Smith  
Alan Spence  
Miranda Baker

The first topic discussed was the text messaging system which had recently been installed. The patient will be asked, when attending an appointment whether they wish to participate and if they consent, a text message will be sent to their mobile reminding them of their appointment. Unfortunately the system only works if the appointment is made at least 48 hours in advance and there were concerns that privacy could be an issue. Other surgeries are already using the system, Dr Agrawal will investigate whether they consider the service a success.

Having the ability to book appointments on-line was also discussed. It seems that some appointments would need to be blocked out and available for on-line booking only. The patient would enter the practice website, enter a password and PIN and book the required slot. The blocked appointments would be embargoed for a certain length of time and then released for general booking (maybe 48 hours in advance). Eventually it is hoped that patients will be able to order repeat prescriptions over the web as well as book appointments.

Martin Emery of the Camden Clinical Commissioning Group attended the meeting and introduced himself. He advised the Group of a public meeting due to take place on 29<sup>th</sup> April and asked that a member of our Group attend. Theresa said she would be happy to attend depending on the timing of her next physio appointment. One function of the CCCG would be to organise a survey of patients along the lines of 'would you recommend your GP to family or friends'? Patients will be chosen on a random basis and the results would then be made available to GPs. Some groups will be targeted ie young carers.

The CCCG want to be able to use PPGs as an early warning system, where it is felt that items need to be escalated upwards.

Alan attended a meeting on behalf of the PPG which discussed the fact that eventually all surgeries would operate along the same lines. This will enable tight control of budgets and ensure each practice is getting value for money. The Group asked how the practice is funded and Dr Bavin explained further about the Clinical Commissioning Groups which are GP lead. She is herself on the panel. These groups are in charge of local services. NHS England controls the GPs and they have a budget which covers things like the UCH, the Royal Free and specialist services such as psychological support. Camden, historically has been well funded and they are at the moment looking at forming Mental Health Crisis Clinics. The Group were surprised to learn that every time a patient attends A & E, a £100 charge is levied. For every patient on a GPs board, they are paid £70.

A GP has three contracts, each of which can be re-negotiated:-

- 1) General Medical Services
- 2) PMS-Enhanced contract
- 3) APMS-Short fixed contracts.

The practice has recently undergone a PMS review which will be renegotiated in three years. The contract is weighted in different areas. Teaching and training are separate from enhanced services ie the Warfarin clinic or minor surgery. A Patient survey is carried out every 5 years.

The Group then discussed the new blood test facility in Mortimer Market. It is considered difficult to find and the fact that it has now moved away from the UCH building is a nuisance if the patient requires other services such as an x-ray.

The next meeting of the PPG will be on Wednesday 17<sup>th</sup> July at 5pm. Alan will have a word with Kate to see if the posters advertising the group are ready to go up in reception.

TF