

Minutes of Open Meeting of the Primrose Hill Patient

Participation Group held on Tuesday 14 June 2016 at 6.30pm in Primrose Hill Community Library.

Present: Barbara Wood (chair), Yve Newbold, Eleanor Sturdy, Theresa Hallgarten, plus 18 members

Apologies: Sylvia Jacobs, Doro Marden (committee members)

In attendance: Dr Jane Lim (partner, PH Surgery), Simla Patel (practice manager, PH Surgery) Anna Wright (Policy Lead and Deputy Director, Healthwatch Camden), Marcus McAlister (Patient Voice Representative, Camden GP federation)

Primrose Hill PPG Activities

Barbara Wood welcomed all to the meeting and introduced Dr Lim and Anna Wright. She congratulated Dr Lim on the publication of the CQC inspection report which gave the surgery “GOOD” in every category of the inspection.

The PPG now has a noticeboard in the reception area – suggestions for content are welcome. We will put PPG and other community-related health information there.

Barbara also announced that the practice has agreed to display the waiting time for each doctor and who is in the surgery that day. These two developments were greeted with great pleasure from the audience.

The heavy door to the surgery remains an issue – Dr Lim is trying to find out how it can be made more manageable, especially for those with mobility issues and pushchairs.

Healthwatch Camden

Anna Wright gave a talk on the role and remit of Healthwatch. It is a national body with statutory powers, established by the Health and Social Care Act 2012. The Camden group has 5 part-time staff and has a work plan to research topics of priority

and interest to the people of Camden with regard to local health services.

Anna described their major report on GP Services which was published earlier this year after detailed consultation with GPs and a wide range of patients. Publically available data on clinical outcomes and patient experiences of various sorts had been compiled and analysed for the 36 GP practices in Camden. The resultant patchwork quilt of outcomes gave a picture of many good services and some wide variations across practices, even when they are geographically close or serving similar population groups. The research did not lead to a clear conclusion about the causality of these inevitable variations but provides a valuable factual resource to inform discussion between practices about what they are doing. Healthwatch aims to use the report to stimulate conversations between surgeries, to share their best practices and encourage continuous improvement.

Healthwatch is also a resource for Camden people as they can signpost to health services in the area, of which there are many, and help to reduce any confusion about how the primary and secondary care in the NHS is organised.

www.healthwatchcamden.co.uk is their website.

Update on Surgery

Dr Lim updated everyone on the current staffing and funding levels and responded to the Healthwatch presentation. She explained how difficult it is to get a timely and fair picture of clinical performance.

Dr Lim announced that patients in the North Locality of Camden (ie us) will soon be able to book a GP appointment on a Saturday and this service will begin from Hampstead Group Practice (Fleet Road, NW3) in the coming weeks.

The doctors from our surgery have been prioritising the Oldfield House residents as they are frequently frail and elderly. A

regular weekly visit to the centre was now being made by two GPs and this was a new opportunity for the residents, many of whom have difficulty getting to the surgery, to see a GP and plan/review their health needs.

Against the backdrop of growing demand for GP and other health services, with no increases in funding, Dr Lim also explained that she was talking with other local surgeries to collaborate and share good practice to enable a wider range of services to be delivered to patients in the community rather than at the large hospitals. Primrose Hill surgery is part of the grouping that includes Adelaide, Swiss Cottage surgeries and some others. These groupings are becoming the operational units of the GP federation now that GP services are to be delivered at scale. The details of how they will operate are being discussed between the GP partners, practice managers and other stakeholders.

NAPP conference - Eleanor reported on the NAPP conference and her new role as a Patient Voice Representative within the Camden GP Federation. Report attached below.

Patient Participation

Barbara Wood thanked everyone for coming and said that there were vacancies on the committee for organising the PPG. Please contact the committee either through the surgery or on the email primrosehillppg@gmail.com. Topics for future meetings always welcome!

Appendix – Report from the NAPP Conference:

On behalf of Primrose Hill PPG, I visited Warrington last Saturday for a very well attended gathering of PPG members and practice managers at the annual NAPP (National Association for Patient Participation) conference.

1. The key-note speaker was Dr Terry Kemble, the elected President of the Royal College of GPs, who gave an excellent talk on the need for more resources and innovative thinking within primary care, especially at the GP surgery level. Dr Kemble welcomed the recent Five Year GP Forward View which confirms that an increased proportion of NHS expenditure should be directed towards GPs and primary care. The unsustainable pressure on the NHS from our growing and aging population, and the urgent need for more doctors, as well as streamlining their workload, was the clear message. Aiming to reduce hospital admissions and A&E attendance is a strategic imperative for the whole system.

Dr Kemble also spoke very interestingly on the need for better statistics for patients to be better informed about their healthcare options and choices.

2. Julienne Meyer gave an excellent speech on the Care Home sector. She is a passionate advocate for an increased focus on medical care within care homes and is involved in system-wide work to improve the linking of health and social care.

3. The NHS will be managed as 44 areas, coming in from October 2016 – (we will be in North Central London, which will encompass Camden and some other CCGs) – and there will be a new contract for all GPs from Spring 2017. These changes are driving the formation of groupings of GPs into federations, such as the one we have in Camden. The involvement and engagement of patients is an integral part of the future design of services and various speakers were upbeat about the positive contribution that patient groups can make in their local areas.

4. The NAPP has produced a very well written set of documents on patient participation and as members we will be receiving these. It will be good to use these resources to encourage more and better dialogue between patients and the doctors at our surgery.

5. I have recently been appointed as a Patient Voice Advocate, together with Marcus McAlister, in the Camden GP Federation. We hope

to be able to develop more opportunities for patient groups to work with practices on aspects of service design and delivery that will improve patient's experiences. We will do this by developing good working relationships with Healthwatch and CPPEG as well as with the existing PPG groups in Camden. We would like to support new groups as they start and learn from the most successful groups regarding good initiatives.

It was encouraging to see so many patient groups from all over the country talking of their experiences in areas like community volunteering, healthy nutrition and exercise, better self-care education, providing atrial defibrillators and training, running open days for healthchecks, assisting patients in navigating the NHS, supporting patients before and after hospital visits.

We would like to hear from you, as patients of Primrose Hill Surgery, and members of this community, on the priorities and health needs that you would like to see happening. Please email on primrosehillppg@gmail.com or write to us c/o the surgery.

Eleanor Sturdy, on behalf of The Primrose Hill PPG committee.