

# WEST HAMPSTEAD MEDICAL CENTRE

## PPG Steering Group Meeting - 23 February 2016

### Summary Notes

#### Present:

Renee Bernstein(RB)  
Ben Bromilow(BB) -Partner  
Ruth Foxman(RF)  
Jill Hood(JH)  
David Lavis(DL)  
David Richards(DR) - Chair  
Tushar Shah(TS) - Practice Manager

Members toured the waiting areas and made suggestions on repositioning of posters, siting of new suggestion boxes and possible seating arrangements for the Open Meeting on 15 March, now to be held at the surgery. RB would take forward the poster placement with TS and Viridiana

#### 1. Apologies, Introductions and Minute Taker

Apologies: Jilly Ackroyd, Leon Douglas, Neil Fletcher, Wincent Lau, Jill Wheatcroft.  
Introductions: Ruth Foxman was welcomed as a new member of the Steering Group.  
Tushar Shah agreed to note key points in the absence of a formal minute taker.

#### 2. Minutes of the meeting of 19 January were agreed

#### 3. Action Updates

- (i) The two suggestion boxes would be sited as agreed in the walkabout
- (ii) CIDR(Camden Integrated Digital Record) had been a key topic at the previous day's CPPEG Open Meeting and was to be launched in March (See below)
- (iii) There was nothing to report yet on the data gathering exercise in the absence of LD and LW -to be followed up at next PPGSG main meeting
- (iv) The FFT(Friends and Family Test) results, if sparse, continued to be encouraging.
- (v) BB reported action being taken on DNAs(patients not attending appointments) since the discussion at the previous meeting -

There was now a weekly search through DNAs in the previous week, and the position was reviewed in the weekly Clinical Meeting. A series of letters had been drafted for general use, but with a coding for situations deemed inappropriate(eg some mental health issues). Who should get which letter was agreed at the Clinical Meeting. The follow up to the first letter reminded recipients about the first letter and emphasised the time wastage problem, and the third letter imposed a restriction on future appointments i.e. the patient could only book an appointment by attending the surgery and seeking one for that day.

RF suggested a revision to the bald reporting of DNA figures on notices by emphasising that 95% of patients keep appointments and attend on time. Agreed.

- (vi) In LD's absence there was nothing to report on the PPG video being developed.

(vii) In view of escalating costs at the library the Open Meeting was to be held at the surgery. This would allow for an audience of around 60 people. Mics would still be used.

#### **4. CIDR(Camden Integrated Digital Record) Presentation**

Nigel Slator(the programme lead) was unable to attend but had agreed to attend the Open Meeting on 15 March accompanied by the Clinical Lead on the project.

In discussion it was noted that,where agreement had been given by the patient to the creation of a personal digital record, the previous commitment (under the original Integrated Health Record proposal)to patient approval at the point of clinical contact was being replaced by an 'organisational consent'. This would allow appropriate people in specific organisations involved in a patient's treatment to have access without the patient being there. This would not prevent the patient from withdrawing consent at any time, but would make things easier for those working with the patient.The patient could limit 'organisational consent' to any or all of the following -Camden GPs, UCLH(University College London Hospitals NHS Foundation Trust), RFH( The Royal Free Hospital NHS Foundation Trust), CNWL(Central and north West London NHS Foundation Trust), Camden and Islington NHS Foundation Trust), CMC(Co-ordinate My Care, part of the Royal Marsden NHS Foundation Trust) and LBC(London borough of Camden).

It was also not clear whether patients who had opted out of the original Integrated Health Record would automatically be opted out to begin with or included from the outset. Finally, it seemed that there might be a more direct publicity approach to patients this time round - ie information posted to home addresses rather than leaflets through front doors.

#### **5. Planning for Open PPG Meeting**

Members present agreed their commitment to the necessary publicity, including 'Streetlife", pharmacies, cafes, hairdressers, opticians, dentists, physios, library, West Hampstead Community Centre, WHAT(West Hampstead Amenity and Transport)circulation to members. This would include posters on windows and posters left as leaflets on counters and should cover most of Mill Lane and West End Lane. Additional leaflets would be dropped through friends' doors, TS would email the current list of previous interested attendees and BB would text patients he felt likely to be interested.

#### **6. 2016 Patient Survey Form and Surgery Patient Participation Notice**

Latest drafts were reviewed, amended and agreed for use. Survey forms would be left on seats at the Open Meeting. The notice would be put up in downstairs and first floor waiting areas

#### **7. Future Meetings**

Future Steering Group Meetings for 2016 were reconfirmed as 7pm on

19 April(debriefing following March Open Meeting);  
28 June; 16 August; 18 October; 13 December