

## Patient Participation Group

Islington Central Medical Centre

28 Nov 2018 - PPG Meeting

### Minutes

1. PPG Chairperson Mr Donald Hoodless welcomed everyone to the meeting and outlined the discussions set out in the agenda.
2. The PPG adopted the draft Constitution that had been circulated. No objections were raised and motion carried. It was also agreed to review the constitution at the next meeting
3. Mr Hoodless gave an overview of how patients could make better decisions once made aware of how the systems have been set up in the NHS. For example, what is the role of the Clinical Commissioning Group (CCG) and how do their work help the local population receive appropriate care
4. On the topic of additional services on offer at the GP Surgery, a brief presentation was made by a member of the Solace Women's Aid Group, Aasifa Usmani, in conjunction with IRIS
  - 4a. Doctors can refer patient experiencing domestic abuse to Solace Advice and Support group. This group works in conjunction and alongside other support groups and provides free and confidential support for anyone regardless of their language and background and who has experienced abuse in Islington
5. Dr Imogen Bloor, GP at ICMC as well as the Clinical Lead for Islington CCG, provided an overview of the changes to the structure of 'care services closer in the neighbourhood'
  - 5b. She explained that the patient was being empowered to drive individual care and provided examples of how different population groups would receive the appropriate medical attention they require within the community and not just in the GP Surgery
  - 5c. There was a brief overview provided on the New and Old network plans to distribute resources to facilitate healthcare within the neighbourhood and thus reducing the mileage involved in traveling to receive care in the acute sector. This information had been handed out prior to the meeting
  - 5d. New networks will consist of 3 sectors – North, Central and South CHIN – to be known as the 3 hubs
6. Mr Phil Wrigley, Primary and Urgent Care Lead from the Islington CCG, was next invited to give the group a brief overview of what the Clinical Commissioning Group (CCG) does. CCG is a government-appointed body set up to govern the funding of additional support required for patient and public services:

- CCG runs services for Public Health England and works alongside NHS England on GP Contracts
  - CCG commission extra funding based upon local demographics and economical index
- 6a. CCG holds the contract for Whittington Health and aims to:
- reduce number of people attending A&E
  - oversee the cost of hospital spending
- 6b. On average an elderly patient who has had a fall and requires multiple interventions patient will cost NHS an average of £6296. A patients admitted with COPD costs £1865
- 6c. CCG monitors the cost of spending and seeks ways to reduce this cost
7. The next topic for discussion was related to the Walk-in Centre, based at Ritchie Street Group Medical Centre
- 7a. With the imminent expiry of the current contract of the Walk-in services after ten years of running next to Sainsbury's at Angel, Mr Wrigley wanted to consult with the patients on the options going forward
- 7b. The contract for the Walk-in service expires next March however the contract has been extended till the end of September 2019. The CCG intends to ensure that the same level of funding continues to be invested in primary care
- Only 50% of the attendees had known about this service
8. As per Mr Phil Wrigley, his assessments showed data that outlined the limitations of the current service:
- Clinicians have no access to patient records
  - there are only a limited number of appointments available per day
  - does not purely serve Islington patient population
  - not possible to phone in for appointments
  - have to be go to the surgery to make appointments
9. However the one positive aspect was that it provides access and suits some people who cannot get appointment at their own GP Surgery
10. Two options are being explored in terms of what to do with the money raised from the closure. Phil Wrigley therefore sought the PPG's views about:
- a. whether the money should be spread among all the GP Surgeries to provide additional appointment availability

- b. Or should the funding be put into a hub model run by an external provider
- 10. Extra appointments would be provided during opening hours
- 11. Mr Wrigley will provide Muna with link to a questionnaire to pass on to the CCG for comments
- 12. Discussion was held on the usefulness of Walk-in services as opposed to iHub services across the three networks, from patient's personal experiences or views
- 13. The Chair Mr Donald Hoodless returned to the draft version of the Constitution, which the PPG members present approved
- 14. It was agreed that the Constitution would be reviewed at the next meeting in three months' time, rather than in a year's time as had been stated on the draft version
- 15. It was agreed the next meeting would be held in February 2019 - Date and time to be confirmed
- 16. The Managerial Team introduced themselves - Erica as day to day Operations Manager and Muna as Services Manager and they share two updates:
  - a. Burglary on 24th of August – The Met police have confirmed that the offender they had identified has been charged. He has pleaded guilty and is now undergoing mental health rehabilitation in the community. The Management Team thanked the Islington CCG for their prompt support soon afterwards
  - b. Homeless person camping for months outside the Surgery has now moved on, and the landlords have installed shutters