

PATIENT PARTICIPATION GROUP MEETING

TUESDAY 5th November 2013

Attendees: Dr Diana Manuel; Shafu Khanom; Margaret Versteeg; Katie Kokkinou; Dr. Mark Barrett; Carol Sheils; Michelle Green; Carole Buisson-Syla,

Apologies: Mary Pyke; Evelyn Abberton; Elizabeth Paul

MINUTES OF THE LAST MEETING

Previous minutes discussed and accepted.

Carole (secretary) has been chasing up the minutes from Camden Public Patient Involvement Group but has had no joy despite her several attempts to try and get a report.

MATTERS ARISING (EMAIL FROM E.ABBERTON)

Re Private ambulances working with the NHS:

- 1) Do these ambulances carry out the full range of services (e.g. emergencies) provided by the London Ambulance Service or are they simply providing Patient Transport?
- 2) Are they manned by trained paramedics who can carry out the full range of procedures offered by the NHS London Ambulance Service paramedics?

Carol contacted UCLH Transport Department and the information provided to Carol was that the UCLH Transport Department helps every patient who needs transport. If you feel that you are in need of a patient transport and wish to be assessed, you can contact the transport assessment team on 0203 447 9757. They will send an ambulance depending on how serious your case is. They will send a private ambulance which they like to term "Patient Transport Car" and that will have a designated driver and a paramedic depending on how serious your condition is. If you just have a slight mobility problem and you cannot get to the hospital then you would not need a paramedic, you may just have a first aider in the car. If you have more complicated problems, you will have a trained paramedic which will assess your needs.

Carol also provided the group with the Patient Transport Services Leaflet.

NEW PREMISES UPDATE INCLUDING CONSULTATION DOCUMENT DISCUSSION

The lease runs out in July 2014. UCL has indicated that they do not have any plans to renew the lease however they have alerted us to space in University Union London Building, on 2nd Floor in Malet Street. It is in a good location and is currently being used by various other organisations within the Union. At the moment we are unclear about how the refurbishment of the building would be funded. However, the practice is looking at options around this. The Group agreed that this potential option would be an excellent solution to the premises problem, depending upon funding.

The UCL save the Health Centre petition has about 4600 signatures and hopefully will pass 5000 soon.

As part of new relocation, we are looking for more space to increase our capacity and our services.

Consultation Document Discussion form was distributed to the members of the group. The group suggested a few changes to the form which have been noted by Carol and will be amended accordingly. The group needs to get back to us by 20th November with suggestions. The group agreed to the survey once the amendments and any suggestions have been made. The form will then be posted online or at reception. The results of the survey will form part of the business plan for the new premises.

ANNUAL IN-HOUSE PATIENT SURVEY:

Patient survey form was distributed to the group and discussed. A few suggestions were made and these have been noted by Carol. A few questions have been amended as recommended at the last survey. The survey with amendments was agreed by the group. Patient survey will be out in end of January or middle of February and will be running for approximately 4 weeks.

Priority areas discussed:

- Improving patients awareness of all the services we offer
- Promotion of GP First initiative
- Telephone appointment clinics
- Promote our quiet area in the practice where patients can speak to reception

A.O.B

CQC's new Chief Inspector of Hospitals, Professor Sir Mike Richards asks local people to tell him about the care provided by University College London Hospitals NHS Foundation Trust.

Carol advised the group about the listening event on Tuesday 12 November, 6:30pm, Ambassadors Bloomsbury Hotel, Upper Woburn Place, London, WC1H OHX.

CQC is asking people who would like to attend the listening event to fill in an online form at www.cqclistingevents.org.uk or call **03000 61 61 61**.

Anyone who is unable to attend the listening event but wishes to give their views to the inspection team can do this by email to cqclistingevents@livegroup.co.uk.

Shafu Khanom volunteered to help with the surveys if the practice requires any extra help.

KK asked about media reports mentioning that overseas students may be charged for NHS services. MB replied that he had seen these reports but nothing has been sent to us on a formal basis and he only had the same information from the media.

DATE OF NEXT MEETING:

11th February 2014

