

**Minutes of Meeting
Gower Street Practice
Patient Participation Group
held on Thursday 7 December 2017 at 1.00 pm**

Present: Patient members: SH, JO, RP Staff: Dr RM, Dr MH, Dr SA
MM (Practice Manager), SP (secretary)

1. **Apologies for absence:** FL, RN (patient members) and VP (receptionist)
2. **Minutes of last meeting:** The minutes were agreed.
3. **Matters arising:** there was further discussion of the flu campaign, which runs until March, and that this and other services are being offered proactively by pharmacies, where patients often find it more convenient to attend.
4. **Comments left on NHS Choices website:** a list of comments was discussed and generally were considered to be very good and compared well with other practices.
5. **CHE:** there was a discussion about “Community Health Evolution”. This is a group of practices working together to provide local services, rather than hospital-centred services, such as anti-coagulation monitoring. This is happening across the country. Patients may need to attend a different location but should notice no change in quality of care.
6. **Out of hours hub:** the requirement to provide appointments between 6.30 pm – 8.00 pm on weekdays and 8.00 am – 8.00 pm at weekends was discussed. In Camden there are four out-of-hours centres for this. Such appointments are not suitable for all problems, e.g. chronic or mental health problems. There is a link via the practice website to book appointments there. The amount of demand for out-of-hours appointments remains to be seen. There was also a discussion about the “Babylon” service as advertised on the Tube.
7. **GP surveys:** these are carried out as part of GP annual appraisals. There are no general surveys being conducted at present.
8. **Any other business:**
 - JO enquired about the practice nurse situation. Currently Eileen works two days a week and Clementina one. A Healthcare Assistant is a possibility to help with the workload but there is a currently shortage of HCAs so recruitment may prove difficult.
 - SH said she will attend the Camden meeting on 11 December regarding long-term conditions such as diabetes, hypertension etc.
 - JO asked about premises. The former Arthur Stanley House site proved unsuitable. There will be another meeting with the University soon regarding an extension of the lease. The search for new permanent premises continues.
9. **Date of next meeting:** Thursday 8 March 2018 at 1.00 pm.