

# **Patient Participation Group –Minutes of meeting on Thursday 16<sup>th</sup> May 2024 at the Caversham & Online**

Present: Practice: Gina McCluskie (GM), DR Kevin Clarkson.

Members: Roderick Allison (RA), Kathy Elliott (online), Mick Farrant, Christine Guedalla. Kate Harwood, Derek Jarman, Cynthia Jensen, Frances Lefford, Judith Philo, Beth Shaw, Jenny Wright.

Apologies: Practice: Fay Saunders (Practice Manager)

## **Practice Update - by Gina**

We have one new Receptionist and are currently recruiting for 1-2 new Practice Assistants. We are also recruiting for new Partners.

The Caversham will be taking over the GP Care for the residents at The Ash court Care home from 1<sup>st</sup> July.

The new Long Term Conditions pathway for patients is in motion. Gina gave a brief explanation of the pathway and informed the PPG about a Lifestyle Advice festival day taking place on 4<sup>th</sup> June for patients with chronic illness.

## **The Peckwater Centre**

### **CAMPAIGN TO SAVE THE PECKWATER**

RA recalled the Group's concern at the proposal to take over the Peckwater Centre, Camden's one integrated primary care hub offering a range of health and social care services, for relocation of the St Pancras Hospital Kidney & Dialysis Centre (SPHKDC) (formerly known as the Mary Rankin Dialysis Unit). Our Campaign Group had worked hard to oppose this, and the North Central London Integrated Care Board had now agreed to rerun the options exercise for choosing a site for the relocation, and to meet the Campaign Group to discuss the rerun. The PPG agreed a list of questions to be raised at this meeting.

Members mentioned the following;

Can we find out who is making the decisions?

1. For the Dialysis centre
2. For the re-location of the services of the Peckwater Centre

## AOB

- One member mentioned it is hard to cancel appointments via patient access or as a response to the reminder text. Gina explained that you can cancel an appointment as a result of the reminder text message, but you cannot rebook. Gina will pass comments onto the Operations Managers at the Practice regarding patient access.
- One member asked why - when online medication requests are rejected no explanation is given? Gina said she would also feed this back.
- There was comment about sending prescriptions to out of area pharmacies (if patients are away). Gina explained that if this information is relayed to the prescribing clinician, then this is generally done.
- Feedback about the practice was extremely positive with many members commenting that they would not want to be registered anywhere else. One member commented on the 'quick' service received. There was also great praise for the reception staff with one member calling them exceptional ("every one of them is exceptional").
- Roderick Allison (Chair of the PPG) asked the PPG members if anyone would like to take on the role of minute taking. If anyone would be prepared to take this on at the PPG meetings (can join online) please contact Rod? [rod2allison@gmail.com](mailto:rod2allison@gmail.com)
- Next PPG meeting to be held in September 2024 – Date to be confirmed.