



# DRAFT MINUTES of the North West London

Paper 1

Patients' Parliament Meeting 14th July 2006

## DRAFT 1

**Held at:** London Lighthouse West, 111-117 Lancaster Road, London W11 1QT

### Present:

#### PP Members

Mansukh Raichura, **MR**  
Jim Wong, **JW**  
Maggie Sanchez Charles, **MSC**  
Jagjiwan Singh, **JS**  
Rita High, **RH**  
Dr Bhargava, **DB**  
Carl Johnson, **CJ**  
Frankie Besser, **FB**  
Viorica Bergman, **VB**  
David Hogarth, **DB**  
Michael Adeyeye, **MA**  
Pearl Bridgeman Boney, **PBB**  
Joan Davis, **JD**  
Michael Hill, **MH**  
Robert Esson, **RE**  
Amar Nath Ghirdhar, **AG**  
Gladys Jusu-Sheriff, **GJS**  
Deva Samaroo, **DS**  
Pat Healy, PH(New Applicant)

#### Borough

Brent  
Ealing  
Harrow  
Hounslow  
Ealing  
Hillingdon  
Ealing  
Westminster  
Ken & Chelsea  
Westminster  
Brent  
Hounslow  
Hillingdon  
Hillingdon  
Brent  
Hounslow  
Westminster  
Brent  
Kens & Chelsea

#### London SHA

Jane Buckingham, **JB**

#### Health Link (HL)

Elizabeth Manero, **EM**, Chair  
Delyth Neal, **DN**  
Natasha Bailey, **NB**

#### Trainers

Jackie Gilchrist  
Barry Wilcock

## 1. Welcome and Introductions

All were welcomed to the meeting by the Chair who then clarified the objectives to be achieved at the meeting.

**Apologies:** Ken Morjaria, Dilmohan Basin Singh.

Apologies received later: Christine Mead, Liz Macauley, Owen Cock.

## 2. Minutes and matters arising

### Minutes

With minor amendments to wording on Pages 2 and 3, the minutes were agreed as accurate.

### Matters arising

Volunteering England are now using the Patients' Parliament as a case study and have put information about it on their website.

Info Item 1 - Paddington Health Campus Scheme – a reply received from the National Audit Office, notes that the NAO Report can be downloaded from their website [www.nao.org.uk](http://www.nao.org.uk). It highlights that Chelsea & Westminster and Guy's and St Thomas' had similar scheme failures. Members asked that the Patients Parliament be kept informed of this issue **Action: HL**



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EM reported that the GLA have new powers on health. The Mayor has a duty to address health inequalities in London and powers on housing (one of the determinants of health). EM will bring further information on this. **Action: EM**

Update on the new London SHA – EM reported that Jo Lenaghan (who works for the new CEO) had contacted her to talk about Health Link's work. She was positive about the PP and would meet with EM soon. The CEO had received information on the PP and all SHAs had recommended the PP to be enlarged for the whole of London. This also has GLA support. The current contract has 2 more years to run and the PP will continue to represent the interests of the public as it had been set up to do.

### 3. Mystery Shopper Exercise

The survey questions had been checked back with NWL SHA. So far, seven members had sent in filled in forms. Discussion followed on why it was important for members to take part in this phone survey. EM pointed out that this was work that originated in the PP to cross check the 100% success rate recorded in SHA figures on access to GPs within target times. Members' own experience had not reflected this statistic and it was agreed to test this by organising an informal sample of member's own attempts to make appointments with their own GPs and Practice Nurses, within the Government target times of 48hrs and 24hrs respectively. All members who had not done so were asked to do the survey as soon as possible. Anyone who wished to discuss the exercise with EM privately was invited to do so. **Action: PP Members**

### 4. Training Session – Understanding the NHS

EM introduced this item and explained that it was to assess levels of knowledge on how the NHS works. The trainers then divided the members into 2 groups to look at 2 scenario's to feed back their comments on.

*Scenario 1.* Primary Care – Mrs B is unhappy that her GP will not give her certain medication. Where does the GP's money come from? Who decides what medication can be given?

*Scenario 2.* Hospital Treatment – Mr B is worried that he is being given the wrong treatment at his local hospital. Who is responsible for making sure doctors do their job properly?

Responses from the group discussions are attached to these minutes.

Members valued training on the NHS structure as well as having speakers attending to speak on specified subjects. They also agreed a list of ground rules and good practice for small group work, which will be adhered to whenever group work takes place in PP meetings (attached to these minutes).

### Report back on PPI Review report

EM reported on the recent PPI changes that the Government is looking at. A Framework Document was issued on 13<sup>th</sup> July, '*A stronger local voice: A framework for creating a stronger local voice in the development of health and social care services*', which has been released for comment on certain limited issues.

The CPPIH and all PPI Forums are to be abolished. Local Authorities will receive money to contract host organisations to support LINKs (Local Involvement Networks), whose role



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will provide a range of ways in which local communities can engage with health and social care services. LINKs will have no powers to monitor or inspect or review services or organisations but will liaise with the Healthcare Commission on the Annual Health Check process.

Jane Buckingham had produced bullet points of the key points of the Framework Document and handed out copies. Jane was thanked for providing such a helpful guide so quickly.

JB asked members to read through the whole document and requested that members send their comments on the document to Health Link who will then condense them into a response letter to the DH on behalf of the PP. The deadline for comments to arrive at DH is September 7<sup>th</sup>. **Action: Members and Health Link**

Members were asked to give their initial responses to this item. They broke down into groups and the main points they fed back are included in the sheet attached to these minutes. \*

#### 5. Update on the Patient Centred Standards for Primary Care Services

To build on the work that DH and VB did on the standards, a request was made for more volunteers to take on the work of comparing the standards with the QOF standards and the GMC Good Practice document. MR offered to look at the QOF standards and MSC and DH offered to look at the GMC document. **Action: MR, MSC, DH**

#### 6. Training Session – Finding out whether our Standards for Primary Care meet the needs of socially excluded groups

EM explained the purpose of the session was to think about the interests of groups who find it hard to access Primary Care services, so that such views can be gathered and incorporated into the Standards document. The trainers asked members to divide into 3 groups to address the 3 questions:

- What does socially excluded mean to us?
- What groups are we aware of that are socially excluded?
- What barriers do we think such groups may find in accessing primary care services for example?

The main points that members fed back are included in the sheet attached to these minutes. \*\* Completion of discussions on this item was held over until the next meeting.

**Action: HL**

#### Update from the SHA

JB handed out a background paper on the provisional structure NHS London Board (the new London SHA). Key points noted: no Regional Director of Public Health had been appointed yet and that all London SHA PPI Leads have recommended that the London SHA consider establishing a Patients' Parliament for London to act as a reference group to inform the implementation of policy and strategic decision-making.



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#### AOB

A member asked if it would be possible to extend the Mystery Shopper exercise to hospitals. When visiting an elderly patient he had been shocked to see the patients buzzer tied up 6ft away from the patient, and to note that bed pan requests had taken 1 hour to be answered. Noted that this is really a matter for the relevant Patients' Forum and the PP would need to advise them of it. As the PP has no rights to inspect any hospital, it was suggested that a letter could be written to the Hospital Trust concerning the PPI Consultation, with a request as to how they consider such issues will come to light once rights of inspection are removed on the abolition of Patients' Forums.

Point of Information – PH is Vice President of the National Pensioners Convention who are holding a conference in London soon to help empower older people to get involved in the NHS. The conference will look at topics such as 'How to get involved in PCTs' and a 'Pensioners Question Time – know your NHS'. Members agreed they would be interested in hearing further on this. **Action: PH**

EM requested JB to find out if someone from the new London SHA could come to talk about accessing dentistry in London at a future meeting. **Action: JB**

JW had attended an Urgent Care Conference on behalf of Health Link and a copy of his notes will be sent out with this meetings minutes. EM thanked JW for representing the PP at this event. **Action: HL**

#### End of Meeting

**Next meeting:** To be held from **11.00am – 2.30pm** on Wednesday 20<sup>th</sup> September 2006 at London Lighthouse West, 111-117 Lancaster Road, W11 1QT