**Monday 3 December 2018**

Present: **Dr Ciaran Kilduff – Dr Andrea George – Dr Aaliya Mohamed -** June Kirkman –Priscilla Shiffner - Victoria Borwick - Carmen Montoya – Robert \*\*\*\* - April Weiss - Ali-Ashgar Sherkat – Jenny Montefiore – John Scott - Monique Hodgkinson-Cox –

**AGENDA** Agree minutes of last meeting

Staff changes / recruitment at Abingdon

Update on practice policy on patients who DNA ( do not attend)

My Care My Way update

Premises update

Any other business

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| **Last Minutes** | **Agreed**  |
| **Staff Changes** | Dr Kilduff(CK) described the staff changes,, Ann Murray and Fred Patterson have now left and Te-Anna Dacres and Jolanda Stanley have been recruited as Receptionists. He also introduce Dr Andrea George and Dr Aaiyla Mohame our new Registrars and discussed the employment of a new Practice Manager that fell through but we are hoping to try again in January. Patient Forum members expressed their regret at not being able to send Fred or Ann a card. Dr Kilduff said they had not wanted any fuss made of their leaving. Kat Kamney has taken over the running of the Patient Forum until the new Practice manager is recruited. |
| **DNAs** | CK described the increasing number of DNAs (November 141, October 170 and November 187) and the new policy we are introducing where an initial missed appointment will result in a text message, further missed appointments will result in letters and habitual offenders will be removed from the list. Medical history will be considered before sending the letters. Appointments can be cancelled by phone, text or online. |
| **My Care My Way** | CK explained that this has been running for >6mths with a team of 3 staff. We have 80-100 patients signed up who are over 65yrs and have multiple problems. The team can visit the patients and help with social and physical aspects of their disease. VB asked how this is being funded, CK said centrally. The Health Authority hope to expand this to include all patients over 65yrs. The practice would appreciated feedback on how to et all these patients (>2200) to sign up. |
| **Premises Update** | Still no lease renewal since 2012. Negotiating price and service charge. This can cause problems with refurbishment grants. The lift issue was raised by CM and is the responsibility of the NHS subleaser. |
| **Royal Brompton Hospital [RBH]** | VB described this on-going saga. Moving & building a new hospital at St Thomas’s means it will become too big & impersonal. Governors and Consultants want to keep it in the borough close to C&W and the Marsden. There is also a plan “B” that will still involve slicing and dicing and joining with Imperial. RW has set up an appeal which has had plenty of interest. JK will pass this on to Abingdon Patients. |
| **GDPR** | JK described GDPR and the Abingdon Privacy notice on the web site explaining the way data is used and accessed in the West London CCG. She described SystmOnline which is the easiest way to check your record and keep track of who has accessed your data. The web site can also be used to check and adjust sharing consents. CM asked about Type2 sharing which is also covered in the privacy notice. There is now a central register to Opt out of this sharing. The register is held by NHS digital. JK advised that anyone who has not been notified that their Type2 Opt out has been transferred across to NHS digital should contact them. Details are in the Abingdon privacy notice:- <https://www.abingdonmedicalpractice.co.uk/pages/Abingdon-Privacy-Notice-GDPR---What-we-do-with-your-Medical-Records>JK also discussed the need to encourage people to sign up for SystmOnline. The sign up link is on the Home page of the web site or you can ask Reception to print you out a letter. Unfortunately due to projector issues, JK could not demo SystmOnline but if you want to check it out before signing on we have set up a test patient. <https://systmonline.tpp-uk.com>Username tester password=Password0? (Note the capital “P” and the zero before the question mark at the end) |
| **Babylon Health** | Discussed the personal touch and the fact that there is the Babylon service for people who want a virtual online GP.  |