



**Camden Carers' Voice meeting
Minutes – 8th October, 11am-12pm
Via Zoom**

Attendance: (Steering Group) Kate (vice chair), Jessica, Janet, Galatea. 18 Carers. Allegra Lynch, Mollie Delaney (Camden Carers), Hwee Pee, Desmond Walcott, Tibor Gold, Tayo (Camden Carers Trustees),

Apologies:, Costas, Sue, Terry, Jacky, Caitriona Scanlan

Speakers: Tom Ziessen, Kevan Ritchie, Martin Emery

- Kate introduces herself and the speakers and attendees. Actions from last meeting were completed.

Update from Tom Ziessen, Project Manager for Involve:

- Involve are running a project about data and how it is used. They are offering workshops to talk to Camden residents about how data is used, the sessions usually last an hour to an hour and a half. At the workshops, case studies are used to highlight the ways data is used and shared in Camden. The workshops are also a way to hear people hopes and concerns. The workshops are usually made up of groups that already meet or are familiar with each other.
- **Q** – Is there an end date for the project?
- **A**- This is a new methodology which runs for a year, we meet with organisations every two months in order to run workshops. There is to be a 6 month internal review of the project. Reports will then be made and fed back to Camden.
- **Q** – What would I gain from attending a workshop?
- **A** – The idea is to learn and share the different routes of how data is used in Health and Social Services.
- **Q** – Could we fit a workshop in whilst it is being offered?
- **A** – We will need two weeks notice before arranging a workshop.
- Allegra – Asked Carers how many of them would like to join the workshop so we can arrange this.
- **Action – Camden Carers to arrange data workshop for Carers**

Update from Kevan Ritchie, Camden GP:

- GP Practice's are offering digital appointments as primary care. Digital Appointments are now being used more often as a result of COVID-19, however online mechanisms have been available for years. The pandemic has now allowed us to take advantage of the online service.
- GP's are still able to see patients face-to-face if this is essential or necessary. During the appointment, PPE will be worn and changed after each patient is seen. There are also safe bubbles between staff members in GP Practices.
- E-Consult is the online service which allows you to consult your issue rather than calling or seeing a doctor face-to-face. E-Consult gathers as much information about yourself and your problem in order to give you the best option. E-Consult may not be easy for everyone to use so if a patient isn't able to use this, they're still able to call their GP Surgery.

Carer – Stated that it is hard to get through when calling the GP Practice.

Kevan – Using the online service, if you're able to, will free up the phone line so there isn't a long queue. Some phone lines do need upgrading to ensure that patients are able to get through. If this is still an issue, you can raise this as a formal complaint to your GP practice.

Carer – There is also an out of hour's service which is efficient.

Carer – It is difficult for Older Carers to go online, they need to be provided for.

Kate – You also need a mobile phone in order to contact your GP.

Kevan – If necessary, patients can come to GP practice if they don't have a way of contacting us.

Q – Is there a way for the GP practice that a cared for is registered with, to have the details about their Carer on their notes?

A – Yes, Carers should be known to health providers.

Update from Martin Emery, Senior Engagement Manager, Corporate Services Directorate, NHS North Central London CCG:

- On Friday 16th October at 12:30pm there is an online Self-Care session taking place with a Camden GP and Camden Pharmacist. - <https://www.eventbrite.co.uk/e/camden-self-care-online-session-tickets-121525759819>
- On Wednesday 4th November at 5:30pm, Healthwatch Camden are holding an online Q&A meeting with local general practice staff - <https://healthwatchcamden.co.uk/news/healthwatch-camden-hosts-online-qa-meeting-local-general-practice-staff>
- **Action – Mollie to send links to Carers**

Any Other Business:

- Apologies to one of the speakers Caitriona Scanlan, who wasn't able to join due to technical difficulties. **Action – Allegra to invite Caitriona to the next CCV meeting.**
- Carer asked about update on Blue Badge. **Action – Allegra to find update and send this.**
- No update / date of opening on The Greenwood Centre

- **Date of next meeting** – CCV Celebration on 4th December. Possibly face-to-face – TBC.