

Villa Street Medical Centre

Patient Participation Group

Tuesday 1st October 2019

Present

Tilly Wright – Practice Manager and Chair

Philomena O’Gorman – Patient

James Beedell – Patient

Parisa Herbert – Link Age

Tracy Crossfield – Patient

Elizabeth Blomfield – GP

Neil Crossfield – Patient

Kristen Roberts – Receptionist (Minutes)

Apologies

Andreas Parakevas

1. Welcome and Introductions

All members of the group are welcomed and make their introduction.

2. Review previous minutes and actions.

Previous minutes reviewed and an update given on previous actions:

- TC and NC visited Pembroke House and gave excellent feedback. Highly recommend and mentioned the many available activities such as sewing etc. TW gave update from Mike Wilson on how the Walworth Living Room has developed over the summer – including lunch every Wednesday where individuals can donate the amount they can afford.

3. Patient Feedback

The group reviewed feedback from friends and family July 2019 – September 2019.

Overall all agreed feedback is a very positive. There are specifically comments on how helpful online access is, how friendly and helpful the team are. There are some comments reporting it can be difficult to get an appointment although these are balanced with as many comments saying it is easy to get an appointment.

Practice GP Patient Survey results were reviewed and compared to Southwark and National averages and compared to 2018 results. The practice had a 25% response rate. TW draws particular attention to the 99% score for helpful Receptionists – highest for Southwark practices.

4. Link Age

Parisa Herbert - Introduction and overview of Link Age services.

Catchment in Southwark covering Elephant & Castle, offering a befriending service to people either housebound or lacking social activities (60+ years) in daily life. This is usually a weekly arrangement between volunteers and candidates for about 1 hour. The aim is to provide safeguarded options to vulnerable people.

PH explains all volunteers are DBS checked, given training and there is matching criteria for Volunteers and older people. Currently they have around 400 volunteers and 192 active friend relationships but they really need more volunteers in the Walworth area.

PH mentions a new project helping those of any age who are living with mild-moderate dementia, and the local support that has been offered by various cafes, restaurants etc providing space and services to assist the projects. <http://linkagesouthwark.org>

Action: All group members to spread the word among their community connections about Link Age and that there is an ongoing need for volunteers with time, skills and who enjoy giving back.

5. Community News and Events

Healthy Young People (HYP) Southwark

This is a one stop shop for young people (under 25s) to get advice about:

- emergency and ongoing contraception
- sexually transmitted diseases (STIs)
- condom c-card scheme (free condoms and sexual health advice)
- drugs and alcohol misuse
- well-being support

There are services held locally at Cambridge House as well as in other places across Southwark.

<https://hypsouthwark.org.uk/about-hyp/>

OASIS Mental Health Support for Young People

OASIS is an NHS service providing mental health support for young people struggling with unusual experiences - like feeling paranoid or hearing voices.

We aim to help people get their lives back on track and fulfil their potential.

<https://www.meandmymind.nhs.uk/>

LGBTQ+ Various support groups for both young people and parents/carers:

- **Quest** who give pastoral support for LGBT Catholics - 0300 123 1989
- **Childline** <https://www.childline.org.uk/>
- **AKT** supports LGBTQ+ young people experiencing homelessness <https://www.akt.org.uk/>
- **Mermaids** supports families and individuals for transgender young people <https://www.mermaidsuk.org.uk/>
- **Stonewall Youth** - support and empower LGBT people <https://www.youngstonewall.org.uk/>
- **Switchboard LGBT+** - whatever you want to talk about <https://switchboard.lgbt/>

Parenting Support

Southwark Fathers Group is for dads, stepdads, grand-dads with parental responsibilities for children aged 3 - 18 to feel more confident, meet other dads, learn life changing skills to raise happy and confident children. Focusing on positive parenting, improving relationships with your children, boundary setting, assertiveness, managing difficult behaviours and positive role modelling. For more info or to book a place call Ben on 07738 860768 or email ben.campbell@southwark.gov.uk

South London Fathers Group offers a welcoming space to discuss joys and difficulties that come with being a dad. For more info email fathersgroup@10windsorwalk.org.uk

Parenting together

Parents want the best for their children but sometimes it's difficult to agree how to parent together. 'Being a Parent - Together' course is free for couples with children aged 2 - 11 years old. Get top tips and explore ways you can work together to be great parents for your children. For more info call 020 3228 3913 or email EPECProject@slam.nhs.uk

Parenting Skills

Want to improve your parenting skills so that you raise happy and confident children? 😊
Learn how to build positive family relationships; manage anger and stress; implement effective discipline strategies; gain confidence with communication skills; understand your child's development; meet others and share ideas.

1st Place Children and Parent Centre, 12 Chumleigh St, SE5 ORN.

To find out more call: Chalice on 020 7428 1880 or email: chalice@racefound.org.uk

Therapeutic parent, baby and toddler group – a weekly group where babies & toddlers play and parents can get support from psychotherapists around their relationship with their children. Every Friday 10 – 11.30am at 10 Windsor Walk, SE5 8BB

To find out more email parentchildgroup@10windsorwalk.org.uk

Parent and baby groups

Local groups and activities to for parents and babies at 1st Place Children and Parents' Centre, Chumleigh St, SE5 ORN. Open 10 - 4pm Monday to Friday and has various activities going on throughout the week.

Chattertime - tips and advice about early speech communication - call Libby 020 7740 8070

Stay & Play - fun creative sessions for children and families - call Judy 020 7740 8070

Movers & Shakers - For babies that are moving, crawling or unsteady walkers... call Judy on 020 7740 8070

Drop in outdoor play sessions - call 020 7740 8070 for more information.

<https://www.1stplace.uk.com/>

Swap Project – Life style change programme for women

Swap Project is a free 12 week lifestyle change programme for women (over 16 yrs old and a BMI between 26 -48 range) to develop self-confidence, improve your diet and increase your activity levels – You can live your best life!

To find out more email SWAP@thebridge-uk.org or call 020 7089 6250.

<https://www.thebridge-uk.org>

South London Stay Warm and Well Network

The network offers practical support for vulnerable households at risk of the cold. They can help cut the cost of heating homes and help you stay warm this winter.

Call 0808 169 1779

<https://app.etapestry.com/onlineforms/CharltonAthleticCommunityTrus/SLEEP.html>

6. Southwark wide patient meeting update

JB reported that at the Southwark-wide Patient Networking Group meeting that online activity is low across Southwark. TW explained that there is a difference between patient online access/NHS app (booking appts, repeat prescriptions, viewing test results etc) and online consultations (eConsult). Villa St currently have the second highest percentage of patients registered to use online access however the usage for online consultations is still to grow.

JB informed all on the planned merge of 6 x Clinical Commissioning Groups into one South East London CCG with delegated authority to local borough boards to ensure local needs are understood. JB said there were patient concerns regarding the speed of change (by April 20) and making sure the patient voice is heard especially relating to funding for Southwark.

7. Southwark Council Public Toilet Consultation

Group are encouraged to complete and return to VSMC the provided feedback forms as we have been asked by SC to assist.

8. Staff Update

- Nicola Hanson (GP) has returned from Mat Leave.
- Liam Smith (GP- Mat Leave cover) has moved left, currently enjoying Argentina!
- Shannon Peat (Reception) has left to become a Clinical Support Worker.
- Elizabeth Taylor (Reception) has left to do Midwifery
- Latasha Uzoziri (Reception) has joined as of August
- Kristen Roberts (Reception) has joined as of September
- Teagan Dyton (Reception) has returned from Mat Leave

9. Flu Jab Encouragement.

TW advises Flu Clinics are in full swing, with both walk-in and pre-bookable sessions for patients, along with Drs actively offering during consultations to save patients coming to the practice twice.

Remaining flu clinic dates:

Bookable - 10/10 & 11/10 2:30pm - 4:30pm

Walk In - 15/10 2.30pm – 4.30pm

10. Box Of Books

The centre has received positive feedback from the initiative started in the school holidays, with bringing in pre-read (mostly children) books to read over the long summer hols. The box will continue, fine for patients to swap books or just take one if they don't have any to swap. PO keen to share some children books.

11. E-Consult Data

August and Sept 2019

Week commencing	Clinical advice	Admin advice	Self Help clicks
29/07/2019	2	1	0
05/08/2019	3	0	1
12/08/2019	3	1	0
19/08/2019	3	0	0
26/08/2019	1	2	1
02/09/2019	1	1	0
09/09/2019	4	0	1
16/09/2019	2	0	1
23/09/2019	1	0	2
Average usage / week	2.2	0.6	0.7

The group agreed that they are confident that the introduction of eConsult is not impacting on the service non-eConsult users receive and don't need to continue seeing data.

12. Patient Group Feedback

PO raises questions regarding people with dementia, specifically what centres are available for them to visit for care and social activities. TW noted will speak to PO out of group meeting about any specific concerns.

13. AOB

No AOB