

## Villa Street Medical Centre

### Patient Participation Group

Tuesday 3<sup>rd</sup> December 2019

#### Present

Andreas Parakevas – Patient and Chair

Philomena O’Gorman – Patient

James Beedell – Patient

Alpa Pabari – Practice Pharmacist

Tracy Crossfield – Patient

Tilly Wright – Practice Manager

Neil Crossfield – Patient

Kristen Roberts – Receptionist (Minutes)

#### Apologies

None

##### 1. Welcome and Introductions

All members of the group are welcomed and are invited to introduce themselves. Noted that Alpa Pabari will be joining for this evening.

##### 2. Review previous minutes and actions.

Previous minutes reviewed and an update given on previous actions:

- Link Age reviewed for those not present at previous meeting.

##### 3. Patient Feedback

Review of feedback from friends and family test for October and November 19. Noted that there was nil online feedback.

Overall all agreed most is positive, always includes positive mention of patients happy with staff; noted the 1 unlikely response that was unhappy with the Dr, however as the feedback is anonymous the issue raised is hard to clarify.

TW mentioned that the F&F test is a good method for general response and that if any patients express dissatisfaction they are encouraged to speak to management and/or to fill in a feedback form at reception so that it can be properly reviewed and improvements made.

##### 4. Practice Pharmacist

Welcome to Alpa Pabari our practice pharmacist who gave an overview of her role and how she can help VSMC patients. Alpa has been with VSMC approaching 2 years as she joined January 2018 as part of a pilot. The pharmacist role is to help patients coordinate medications, especially those using multiple medications and needing support. As she has longer appointment times she is able to do a more comprehensive review with patients. She is now also prescribing qualified, meaning added value to patients especially those on blood pressure and cholesterol and post weight loss surgery medication. TC noted that she knows patients of Alpa’s who have mentioned the benefits they have received since reviewing.

Benefits also extend to the GPs as Alpa can follow up with hospitals, safe prescribing medication alerts, recalls, supply and many other weekly tasks that can be time consuming. JB had not previously heard of Alpa's role within VSMC and asked how patients knew about her. TW mentions that there are various ways of being referred to see Alpa, reception booking when patients are due a review of current medications when completing repeat requests, clinicians asking Alpa to invite a patients for a review and Alpa herself reaching out to patients with certain medications/conditions. We have also discussed the pharmacist role at previous patient meetings, include her role in the practice leaflet given to all newly registering patients, there are details available on our website and pharmacist medication review appointments are available to book via online access. Agreed it would be helpful to put a notice up in the waiting room for patients too.

**Action: TW to put signage in waiting room explaining the pharmacist role and how to book an appointment.**

Many thanks to Alpa for joining us this evening.

## 5. Community News and Events.

Various events especially surrounding Christmas to help those who don't want to be alone or who are lonely especially over the festive period. List distributed to the group.

### **Crisis at Christmas**

- Day centres open over the festive period available in multiple locations across London from 23/12-29/12. Call 0300 636 1967 or email [enquiries@crisis.org.uk](mailto:enquiries@crisis.org.uk)

### **Southwark People Care Association**

- Xmas lunch for people who don't want to be alone. To be held at Bacons College, Rotherhithe and free transport can be arranged. Call 020 3355 2619 or to book a place <http://www.southwarkpca.org.uk>

Also in community news is more support for the homeless, older people, families and mental health.

### **Streetlink**

- To help end rough sleeping by enabling the public to connect people sleeping rough with the local services that can support them. <https://www.streetlink.org.uk>

### **Age UK telephone befriending service 'call in time'**

Weekly telephone calls available to people aged 60+. Call 0800 434 6105 or more info <https://www.ageuk.org.uk/services/befriending-services/sign-up-for-telephone-befriending>

### **Silverline**

Free confidential helpline providing information, friendship and advice to older people. 24 hours, 365 days a year. Call 0800 470 8090 or <https://www.thesilverline.org.uk>

### **Happy Parents, Happy Families**

2 Hours a week from Tuesday 14/1 – 11/2 at 1<sup>st</sup> Place Children's and Parents centre, 12 Chumleigh Street, Burgess Park – to help parents raise happy confident children (free crèche available). Call 020 7740 8070

### **Healthy Families**

2 Hours a week from Tuesday 25/2 – 24/3 at Victory Children’s centre, Elba Place Rodney Road – aimed at supporting parents to raise healthy and happy children. Call 020 7740 8070 for more info.

### **Gingerbread**

Support for single parent families to live secure, happy and fulfilling lives.

<https://www.gingerbread.org.uk>

### **Children Online Health Checks**

Children ages 0-15 that have been diagnosed with asthma, eczema, constipation or epilepsy and registered at a GP in Southwark (or Lambeth) can access a free support pack.

[www.cyphp.org/cyp-families/about-health-check](http://www.cyphp.org/cyp-families/about-health-check)

### **The Listening Place**

Face to face support for people who feel life is no longer worth living. Call 020 3906 7676 or

<https://listeningplace.org.uk>

### **CALM – Campaign Against Living Miserably**

A helpline for men who are feeling low and who need to talk or find information and support. Open 5pm – Midnight 365 days a year. Call 0800 58 58 58 or 0808 805 58 58

<https://www.thecalmzone.net/>

### **Crisis Support**

24 Hour Mental health support line for those in distress needing urgent help or advice. Call 0800 731 2864. <https://www.slam.nhs.uk/patients-and-carers/crisis-support>

Some of these services are Southwark based and others are London and UK wide. Please share this information with others.

### **Southwark-wide Patient Network Meeting**

JB provided information packs that he had obtained at the meetings. This was very informative especially for the elderly and fall prevention.

**Action: TW to find out more about the “Engagement” worker role in local surgery Elm Lodge.**

### **Southwark Partnership Meeting**

AP and JB both in attendance. Working towards better services and greater collaboration between GSTT, SLAM, Primary Care, Social Services, Council and community services. Still a lot of work to go before it’s up and running.

### **Social Prescribing Link Workers**

TW explained that this is a new role introduced by NHS to help support patients get linked up with non-clinical support that would contribute to them leading happier and therefore healthier lives, however more understanding is needed around the specifics of what we need in Southwark as already so many navigation services available. The north Southwark federation (QHS) has engaged Parisa Herbert (formerly Linkage) to scope the need with the aim of recruiting and building a team of 5 people hired for the North Southwark area. At this point it could be a case worker type role.

## **6. Practice News**

### **Award**

TW was proud to present the Mind & Body Champions Award VSMC has won for the promotion of wellbeing in the community. TW along with Martine (Reception Manager) and Helen Stainslas (Reception) attended the presentation.

### **Staff Update**

- Dr Aldridge a partner is leaving to spend more time with her young family and we wish her all the best, though no one ever truly leaves Villa Street.
- Dr Blomfield is staying permanently at GP (was covering mat leave).
- Dr Hanson has returned from her maternity leave, welcome back!
- Dr White will be joining Villa Street to cover the gap between Dr Aldridge leaving and Dr Weale returning.
- The Admin team are now feeling more established again and all new staff have settled in.

### **Address Format Project**

Reception/Admin has been working on a new formatting system to help with safer systems, to ensure that households are more easily identified as it was noticed that the format of incoming addresses and those being entered by VSMC staff meant that families and households may not be immediately recognisable on the system. Currently half way through this (8000 to check!).

### **Flu Update**

We are still encouraging all at risk and eligible patients to receive the flu vaccination. For those +65 we have around 100 to go and 18-64 we still have 400 to go to meet the required amount. Texts have been sent and staff are actively offering flu jabs to all patients eligible as so important.

### **7. Patient Group Feedback**

NIL

### **8. Any other business**

Question raised of the expected impact of Brexit in regards to medicine supplies and pricing. TW and Alpa advised that there is currently very little information being passed on, but it tends to ramp up nearer to the deadlines. The next deadline will be January 31<sup>st</sup> 2020 so they will be expecting more information to come through then.

**Next meeting: 6.30pm – 7.30pm Tuesday 3<sup>rd</sup> March 2020**