

Villa Street Medical Centre
Patient Participation Group (PPG)
Tuesday 26th February 2019

Present

Andreas Paraskevas – Patient Chair
Philomena O’Gorman –Patient
James Beedell – Patient
Tracey Crossfield – Patient
Henry Quenell – Patient
Shannon Peat – Receptionist
Tilly Wright – Practice Manager
Catherine Aldridge – GP

Apologies

Neil Crossfield - Patient

1. Welcome and introductions

TW informs group that on the new patient registration form patients are asked if they want information about the patient group. So far over 100 people have ticked this option and are now sent patient group updates and information by email.

2. Review previous minutes and actions

Previous minutes reviewed and an update given on the previous action:

- TW confirmed the reception team had reviewed how to ensure that they are sensitive when asking patients for information. If a patient doesn’t want to give any detail about why they are calling the receptionist should explain why they are asking and respect a patient’s wishes if they prefer not to give any detail. KA confirmed that it helps the clinicians prepare for and prioritise the calls if there is detail available as to why the patient needs a call back as they can then judge how urgent it is, read the relevant notes in advance of calling, speak to another healthcare professional before calling etc.

3. Patient Feedback

Friends and Family feedback

The group reviewed feedback from friends and family test from December 18 – January 19. It is acknowledged that there has been a low response during these months however the reception have had a push on promoting this more.

Positive feedback is acknowledged with most patients extremely likely or likely to recommend VSMC to their friends or family. A few negative comments are addressed in regards to appointment availability; TW explained to the group that during the months

December and January we had lot of availability in contrast to the month of February where we had been unexpectedly busy coupled with some clinicians being ill. TW informed all that we monitor and tweak the release of appointments as much as possible during busy periods and that this is an ongoing process although it is not possible to always allow for unforeseen spikes. The group raise questions about same day appointments; TW explains that same day appointments are for the GP's to book once a patient is triaged.

HQ asked how a receptionist would decide who needs a call back. TW explained that if a patient asks for a call back the receptionist would explain these are for urgent medical issues only and where appropriate will offer alternative options, however if a patient feels their issue is medically urgent the receptionist would not refuse a call back from a clinician. Receptionists have a set of guidelines to follow to make sure patients are dealt with safely and effectively, however to be clear, receptionists are not deciding on the clinical urgency.

4. Community and new events

Local community info

If you want to try something new but you don't want to go on your own, then the Pembroke House people will come and meet you at your home, walk with you and introduce you to others on arrival at any of the following social events/activities: Lunch club 🍷; Shared reading 📖; Community garden.

So if you live within walking distance of Pembroke House, give them a call on 020 7703 3803 and take that first step together. <https://pembrokehouse.org.uk>

St George the Martyr Charity - This is a local charity that provides small grants for local residents who are over 55 years old and are in financial need.

Examples of grants that have been given in the past are a new cooker, curtains, replacement carpet, winter shoes.

They also give grants to local organisations that provide help for older people.

<https://www.stgeorgethemartyrcharity.com>

Health and Wellbeing

Free Wellbeing workshops for Southwark residents available at the **Southwark Wellbeing Hub**: communication skills for resilient relationships; understanding bi-polar; understanding self-harm; understanding anxiety; understanding depression; understanding hoarding.

To find out more email: sumaya-fenton@together-uk.org or call 020 3751 9684.

The Southwark Wellbeing Hub is also a great place to find out more information about local support groups and workshops: writing cafes; shared reading groups; creative writing for beginners; carers groups; gym groups; cooking clubs.

If a patient is unsure about how to make the first step of finding out more then they can book an appointment with Taiye here at Villa Street and she can help patients to do this.

Self-management UK offer peer support courses that deal specifically with the challenges people with either mental health conditions or long term conditions. The 6 week long courses are for 3 hours per week and are run locally at Pembroke House and Inspire, St Peters. They give an opportunity to discuss the challenges, share good advice, learn techniques to manage the conditions and build self-resilience.

If you are interested but think you might struggle to make the call then tell us at Villa Street and we can help connect you.

<https://www.selfmanagementuk.org>

CALM - campaign against living miserably. A helpline for people 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 802 58 58.

CRISIS - 24 hour mental health support line for those in distress needing urgent help or advice - call 0800 731 2864.

Support for Young People

Sexual Health - Come Correct Scheme - If you are a young person living in Southwark you can register for the Come Correct Card to get free condoms/lube and sexual health advice from various distribution points across the borough (and London). STIs are on the increase so it's really important to know what safe sex is and how to practice it.
<http://www.comecorrect.org.uk>

Self-harm UK - supports young people impacted by self-harm, providing a safe space to talk and ask questions. www.selfharm.co.uk

Young Minds - offer info to children and young people about mental health and emotional wellbeing. <https://youngminds.org.uk>

Beat Eating Disorders - offers info, help and support for anyone affected by eating disorders. Youth line: 0808 801 0711 <https://www.beateatingdisorders.org.uk>

The Mix - is a confidential telephone, text and 1-2-1 online chat that helps connect young people to the best support available, whatever the problem. It then provides free connections to local or national services.

Call Freephone: 0808 808 4994 - 7 days a week 1pm - 11pm

Or if you are in crisis: text THEMIX to 85258 <http://www.themix.org.uk>

HQ inform the group of the 'Robes' project which involves taking people off the street, churches in the local borough provided an overnight stay and support for these vulnerable members of society. Within the group individuals play games, whilst food is also provided there is a requirement in order for members of society to become involved in the Robes project such as no substance or alcohol misuse.

PO- and the group raise concerns in regards to the lack of connection between local parish's mental health and asylum seekers. TW acknowledged this concern and advised of info available about day centres in Southwark for asylum seekers.

5. Southwark-wide patient meeting update

No update.

6. Practice News

Staff update

- Dr Aldridge has returned from maternity leave
- Dr Bowen and Dr Naughton have left Villa Street to start their A&E placements
- Dr Kumar and Dr Williams have joined Villa Street to do their 6 month GP placement
- Dr Blomfield is re-joining the practice in March to cover Dr Hanson's maternity leave

E-Consult usage update - TW provided an update summary of how e-Consult is being used by patients. Patient feedback for e-Consult has been very positive so far, although recognised that the usage is still low. TW explained that we are allowing the usage to grow organically and are not heavily promoting it.

	Clinical advice	Admin advice	Self Help clicks
Average number of uses / week	1.7	0.9	2.4

Appointments lost to Did Not Attends (DNA) - TW reviewed the DNA data for the month of January and found that in comparison to the average rate of DNA's across general practice that is 11-12% Villa Street patients are really good at letting us know when they don't need their appointment any more so that we can give it to another patient.

At Villa Street, 5.4% of GP appointments were not attended whilst 11% of nurse appointments were not attended. TW informed the group that we have taken the approach of reminding patients to let us know when they can't attend by sending text reminders and asking patients when they book an appointment to let us know if they don't need it anymore so we can give to another patient. We think this is a more constructive approach than 'telling patients off' when they don't attend because there can often be complex reasons why patients miss an appointment.

We are confident that our approach is reducing the amount of DNAs as for January:

- 65 appointments were cancelled via online access
- 87 appointments were cancelled responding to the daily text reminders
- 50+ appointments were cancelled by telephone (we have not recorded accurate data on this).

This equates to over 50 hours of clinical time that was used more effectively during January.

TW explained that even if we know someone isn't coming to an appointment minutes it allows the clinicians to concentrate on other tasks such as processing prescriptions, processing referrals, reviewing discharge summaries and test results etc.

Patient Online Access - Tracey Crossfield raised that when booking online you can only have two appointments booked at the same time and wondered if this could be changed.

Action: TW to check how to increase the limit of the numbers of booked appointments for online access.

Practice leaflet update - TW informed all of the recent updates to the practice leaflet. There is now local community support network information and contact details are now inside booklet and the new out of hours number which is 111.

New out of hours service - TW explained that as of 28/2 the out of hours number has changed to 111 and is integrated with urgent care service. The group ask what would happen if a patient called the SELDOC number, TW explained that patients will be redirected to the new SELDOC number.

Facilities update

- The lift has finally been fixed after 3 engineers came to look at it.
- All lights within the practice have been replaced with LED lights for both H&S and eco-friendly reasons.
- The telephone system has been upgraded to a digital version. We are trying to get used to it as there are lots of different buttons!

7. Patient Group Feedback

PO expressed her concerns about the national standard dementia questions as they can feel very patronising. TW explained that clinicians follow national guidelines as part of the over 65's health check for patients with multiple long term conditions. TW and the group empathised with PO. TW will review with the clinical team if there are more appropriate ways of approaching these standard questions to ensure that individual patient situations are taken into account, and definitely think of ways to ensure no one feels patronised.

Action: TW to discuss with clinical team re appropriate ways of asking dementia Q's.

8. Any other business

No AOB raised by patients.