

Villa Street Medical Centre
Patient Participation Group (PPG)
Tuesday 26th November 2018 – 6:30-7:30

Present

Philomena O’Gorman – Patient
James Beedell – Patient
Neil Crossfield – Patient
Tracey Crossfield – Patient
Tilly Wright - Practice Manager (chair)
Shannon Peat – Receptionist
Liza Bowen – GP Trainee

Apologies

Andreas Paraskevas – Patient Chair

1. Welcome and introductions

TW welcomed the group and all agreed for her to chair as AP not available.

2. Review Previous Minutes and actions

Previous minutes reviewed and no further action updates.

3. Patient feedback

Friend and Family feedback

The group reviewed feedback from friend and family test and noted the positive feedback. With 95% of patients extremely like or likely to recommend VSMC to their friends or family and 90% rating their experience of getting an appointment as excellent or good.

JB asked whether it is appropriate for the receptionists to ask so many questions when a patient requests a call back from a doctor? TW explains that it allows receptionist to understand how to prioritise the query and request a call back from the right clinician so they can get patients the necessary help. LB explains that from a clinician’s perspective it is very helpful to have a description so they can prioritise the clinically urgent cases and if necessary prepare in advance of making the call to the patient. JB requested that TW discuss with receptionists how to be more sensitive when asking patients what their problems. TW explained if a patient says the matter is private the receptionists should explain why they are asking but not push for more information and agreed to discuss this with the reception team. The group raised a question why repeat prescriptions requests can be rejected, LB explain that when a patient has not has a particular medication for a period of time that they will need a review therefore the Drs will not issue this until the patient has had this appointment.

Action: TW to discuss with reception team ways of being sensitive when asking patients for information.

NHS Choices September – Present

TW confirmed no feedback had been submitted since the last meeting.

4. Community news and Events

Community info and local support

TW informed all of the Christmas Day lunch available for any Southwark resident who doesn't want to be on their own at Bacons College – places to be booked by the 16/12.

TW shared information regarding a new service provided by SLAM giving mental health and wellbeing advice for pastoral services. NC informs group that the priests have been involved in the community- working with universal credits.

TW refreshes all about our Health Care Assistant Taiye who is a trained Primary Care Navigator and can help to connect patients to non-clinical services to support a range of social needs such as befriending, social events, benefits advice and practical local community support. Patients can request a call back or appointment time with Taiye.

South London Carers

TW informed all about South London Cares which is a community network of younger and older neighbours hanging out and getting to know one another – either on a one-to-one basis (love thy neighbour) or at social events such as pub quizzes, dance nights, film nights, local history talks. TW explains that's the objective of this organisation is to build stronger communities by improving connections across age groups and bringing people together. The group agree that this a fantastic way to get everyone involved in the community.

<https://southlondoncares.org.uk/home> or 0207 118 0404

Alzheimers and Dementia Support

PO informs the group that she hosts a knitting group at Parish Hall where a lot of people suffering with Dementia and Alzheimers attend. PO shares concerned that there isn't enough support available. TW noted this concern and gave PO the contact details of the Southwark and Lambeth Alzheimers organisation.

National Dementia Helpline – 0300 222 1122

Southwark and Lambeth Alzheimers Organisation – southwarkandlambeth@alzheimers.org.uk or contact an support worker on 07885 032267

Southwark Wide patient meetings update

TW explained that there are two Southwark-wide patient groups – one is about how to develop your Patient Group and sharing good ideas, the other is for North Southwark Patient Group members to hear about Southwark-wide issues, provide input and feedback to your Patient Group. PO tries to attend the network meetings at Cambridge House when she can and finds them both interesting and frustrating as difficult to hear and to be heard. JB informs the group that he had attended these meetings previously however he didn't like the table layout and found it difficult to hear. Overall JB found that the meeting would have been more useful if it were a more formal lay out.

Action: TW to feed this back to the CCG.

5. Practice news

Staff updates - TW explains that over the summer the reception team has a lot of cover; however 4 new permanent staff have started

- Chloe, Nakala and Elizabeth T recently joined the reception team and on busy learning all the detail.
- Desrene the Health Visitor is retiring in December after 20 years at VSMC.
- Dr Hanson is on maternity leave and has given birth to a baby girl.
- Dr William Smith has joined Villa Street to cover Dr Hanson's maternity leave.
- Dr Aldridge will return from maternity leave in January 2019.
- Nurse Laura had a baby girl.
- Nurse Viktoria has joined Villa Street in September.

E-consult update

TW provided summary data of how eConsult is being used by patients. Patient feedback for eConsult has been 100% positive so far, although recognised it has a low usage. TW explained that VSMC are content to let usage grow organically and are not heavily promoting it.

6. Patient group feedback

TC updated all on a good experience she had with the practice with an efficient and prompt response to a recent request by email.

7. Any other business

No AOB raised by patients