

Villa Street Medial Centre
Patient Participation Group
Tuesday 18th June 2019

Present

Andreas Parakevas – Patient Chair
Philomena O’Gorman – Patient
James Beedell – Patient
Tracy Crossfield – Patient
Neil Crossfield – Patient
Julia Hodges – GP
Tilly Wright – Practice Manager
Shannon Peat – Receptionist (Minutes)
Mike Wilson - Pembroke House & The Walworth Living Room

Apologies

Henry Quennell

1. Welcome and introductions

All members of the group are welcomed and introduce themselves.

2. Review previous minutes and actions

Previous minutes reviewed and an update given on previous actions:

- TW informed the group that the number of appointments that can be booked online at any one time has increased to three per patient at a time.
- Feedback on national standard dementia test questions - TW raised with the nurse team who will approach the questions bearing the individual in mind whilst continuing to adhere to national guidelines.

3. Patient Feedback

Friends and Family feedback

The group reviewed feedback from friends and family from February 19 – June 19. TW informed the group that feedback data is shared with the whole team in Villa Street every month. Both good and bad feedback is acknowledged and acted upon.

Positive feedback is acknowledged with most patient responses extremely likely or likely to recommend VSMC to their friends or family. A few negative comments are addressed in regards to appointment availability, all noted that there are also multiple positive comments about being able to get an appointment and a high percentage of Good to Excellent ratings of ‘recent experience of getting an appointment’. We have also tried to offer a variety of ways for patients to access appointments eg bookable telephone consultations, online access, eConsult and using the extended primary care service at Spa Medical Centre.

TW informs all that due to patient feedback, the telephone message has been updated so it can be skipped allowing patients to get through to a Receptionists more quickly. The new

phone systems here at Villa Street have given the practice access to data which was not previously available. TW informs the group that we are considering how to use this data usefully for example monitoring the peaks and troughs of incoming calls and ensuring we have the right staffing levels in reception.

NHS website – One positive response given on the NHS website, positive feedback is always appreciated by the team!

4. Community News and Events

Walworth Living Room

Mike Wilson from Pembroke House introduces a new project in the community called 'The Walworth Living Room', located in the All Saints Hall, Surrey Square. Mike explained that the purpose of this project is to work together with residents and community partners such as Schools and GP Practices to provide a space for people to meet. There will be a main 'living room/café' area and a number of rooms available to use for group work or a base for community workers to meet. The idea is to design the space together to fit with the needs of the people using it. It will be open from mid-July – Monday – Friday however anyone interested in seeing the space before then can ask someone at Pembroke House to show them, or come along to the get together event on Friday 21st June from 3 – 5 PM.

Free baby massage course -Tuesday 25th June - 10am - 11am

Running for 4 weeks at Orb Community Space, Blackfriars Settlement, 1 Rushworth St, SE1 0RB. Call Leila on 020 7928 9521 for more info or to book a place

Weaning babies - Find out more at a friendly information session with an expert dietitian who will share practical tips and advice on how to introduce solids to your 6 month old baby and give babies a really healthy start in life.

For more info contact the venue directly:

Coin Street Children's Centre - 020 7021 1600

Aylesbury Health Centre - 020 3049 8700

1st Place Children's Centre - 020 7740 8070

Fathers Group - Being a dad can be very rewarding, but can also be tough. The South London Fathers Group at 10 Windsor Walk, SE5 8BB offers a welcoming space to discuss the joys and difficulties that come with being a dad. Meet other dads and talk about the challenges of juggling life as a parent.

For more info email info@10windsorwalk.org.uk

Bike Fix Fridays for 10 - 16 year olds at Community Cycleworks 285 Albany Rd, SE5 0AH. Drop in and get bike maintenance advice every 2nd and 4th Friday (term time only) 4.30 - 6.30pm. <http://www.communitycycleworks.co.uk/>

Benefits Advice

Universal Credit 'Help to Claim' service available at Southwark Citizens Advice Bureau. Get help with making an application, providing evidence like childcare costs & medical certificates, through to receiving the first UC payment.

Call freephone 0800 144 8444 www.citizensadvice.org.uk

Home improvement grants & loans are available from Southwark Council for homeowners or private tenants who are over 60 or are living with a disability (any age).

Examples of work that the grants and loans will help pay for are: rewiring, repairing roofs, plumbing/heating problems, replacing rotten windows, help with damp problems, improving security, improving energy efficiency

Call 020 7525 1873 or email home.improvementagency@southwark.gov.uk

Handyperson service offered by Southwark Council

If you're over 60, or are living with a disability (any age) and you need some small jobs done around the house then have a look at this link: <https://localoffer.southwark.gov.uk/>

There is a small hourly charge of £10/hr plus costs of materials but they will do as many jobs as they can fit in their time with you - so very good value.

Jobs like putting up curtain rails or shelves, changing light bulbs that are too high to reach, fixing draught excluders, small plumbing jobs like leaking taps, fixing a broken loo flusher, putting up hand rails, replacing grouting round the sink and loads more...

Call 020 7525 1863 or email handyperson@southwark.gov.uk

Self Management UK run free courses led by welcoming and caring people who have their own experience and understanding of mental health conditions.

The courses are 3 hours per week for 6 weeks (at Pembroke House) and cover positive thinking, management strategies, trigger awareness, confidence building and lots more.

Book or find out more by calling 0800 988 5560 or 03333 445 840 or email

hello@selfmanagementuk.org

www.selfmanagementuk.org

Talking Therapies If you are feeling low, anxious or stressed, you can refer yourself for talking therapies. Have a look at this link to find out what type of support is available and how to access it. <https://slam-iapt.nhs.uk/southwark/welcome-to-southwark-psychological-therapies-service/>

Sewing classes in Peckham - learn develop or improve your skills through pattern cutting, dress-making, soft furnishing and fashion design.

Every Thursday and Friday 10am - 1pm at Pecan, 121A Peckham High St, SE15 5SE.

For more info call 020 7732 0007 or email zahraabdall@yahoo.com

Carers' Cafe - this cafe runs on the last Friday of every month 1pm – 8pm at Southwark Carers, Walworth Methodist Church, 54 Camberwell Rd, SE5 0EN.

Join Southwark Carers and talk to other local carers whilst enjoying some delicious food. Please feel free to bring along your cared for person too.

'Plants of Burgess Park' - weekly workshops at Art in the Park, Chumleigh Gardens SE5 0RJ every Tuesday 2pm - 4pm. Just drop in or find out more by calling 020 7277 4297 or email studio@artinthepark.co.uk

Gardening to grow healthy food at InSpire, The Crypt at St Peter's, Liverpool Grove, SE17 2HH on Tuesdays 11.30am - 1.30pm, April - October 2019.

For more info call 020 7740 6868 or 07752 166 861.

South London Cares – a community network of young professionals and older neighbours meeting up, enjoying each other's company and helping one another.

<http://www.southlondoncares.org.uk>

5. Southwark- wide patient meeting update

TW inform the group that the aim of the Southwark wide meetings is to inform people what the CCG is doing in Southwark and the NHS long term plan. PO attended the meeting and found it unhelpful and that people weren't listened to. PO found that Alzheimers and Mental Health were underrepresented and suggested that staff from practices should attend in order for patients to get their ideas across to panel members. TW noted this.

6. Practice News

Staff Update

- Laura (Practice Nurse) will not be returning after her maternity leave
- Leah has joined the reception team
- Amber is with us on a trainee Nurse placement until July 2019
- Dr Weale had a baby boy and all going well!
- Dr Blomfield has re-joined Villa Street to cover Dr Hanson's maternity leave
- Dr Smith has broken his hand and therefore has not been able to see patients

NHS APP- TW explained to the group that in May 2019 the NHS launched an app. The NHS app allows patients to book/cancel appointments and view test results. The app is very similar to patient access however, patients no longer need to attend their practice to register or show photo ID. TW inform the group that 90 people have downloaded the app in Southwark thus far however there will be an advertising campaign in the Autumn.

E-Consult Usage update – TW provided an update summary of how e-Consult is being used by patients thus far. The group recognise that the usage is still low. TW explained that even though the usage is low, it is an alternative option for some patients.

Week commencing	Clinical advice	Admin advice	Self Help clicks
15/04/2019	5	2	2
22/04/2019	1	0	0
29/04/2019	1	3	0
06/05/2019	1	0	0
13/05/2019	3	1	0
20/05/2019	0	0	3
27/05/2019	1	2	0
03/06/2019	0	1	2
10/06/2019	5	1	3
Average use / wk	1.9	1.1	1.1

7. Patient Group Feedback

PO expresses her concern regarding GSST transferring patients undergoing physiotherapy to KCH. TW noted will speak with PO separately outside of the meeting.

8. AOB

NO AOB