

**Villa Street Medical Centre
Patient Participation Group (PPG)
21st November 2017 - 6.30 - 7.30 pm**

Present: Andreas Paraskevas – Patient Chair
Henry Quennell- Patient
Dr Nicola Hanson – GP
Tilly Wright- Practice Manager (minutes)
Philomena O’Gorman – Patient
James Beedell – Patient
Neil Crossfield – Patient

Apologies: Tracey Crossfield – Patient

1. Welcome and Introductions

2. Review of previous minutes and actions

Patient Network events: AP will attend the Southwark PPG Network meeting 22/11 and feedback.

Patient feedback: TW confirmed that the practice had raised with the CCG that the PPG did not support the change to anti-malarial prescriptions in Southwark.

Waiting room notice: TW has put notices up informing patients why appointments can run late.

Automatic Front Door: TW updated all that the partnership have agreed to install an automatic front door. The PPG requested the partnership to consider investing in this as it had been raised a few times on the Friends & Family Test feedback. The practice has submitted a bid for a local grant to fund the installation and will find out the result at the end of March 2018 and will then do the work.

Retirement card: AP organised a retirement card from the PPG for Dr Diffley. All agreed her leaving tea party was a good way to send her off!

3. Patient Feedback

Friends and Family Test Feedback

Summary statistics continue to be available on the Villa Street website with updates around the practice. All reviewed feedback for Sept 17 – October 17. All acknowledged the increase in response rates (100+ in October) due to the reception team introducing a monthly competition. All noted the many positive comments in particular the team being helpful, professional, caring and friendly. Discussion about basing a receptionist on the second floor. Although Stephen is upstairs to help with baby clinic on a Thursday we aren’t able to base a receptionist there all the time as we don’t have a PC or phone plug on floor 2. We do endeavour to ensure that if anyone is waiting for more than 15 mins after their appointment time that a receptionist ensures the patient is informed. The group also noted that a patient had been incorrectly advised at the log-in screen to wait upstairs. Tilly will look into why this was. Tilly informed all that as of January there will be an additional question on the F&F form asking about overall experience of booking an appointment.

Action: TW to check that the touch screen is giving correct advice to patients on where to wait for their appointments.

NHS Choices Feedback

The group had sight of the most recent NHS choices feedback – notably anonymous negative comments. The group expressed disappointment that the patients didn’t ask to talk directly to a member of staff or Tilly (Practice Manager) so that the details could be looked into. Tilly confirmed that all feedback is taken seriously however agreed that being able to find out the context to negative experiences enables the practice to take a much more constructive approach. Tilly also expressed that the Villa Street team always appreciate a positive comment on NHS Choices and anyone who has their own email address can submit one.

4. Community News and Events

TW shared recent community news for PPG to share with their local networks:

Oasis – mental health support for young people call 020 3228 2770 or email oasisreferrals@slam.nhs.uk

Streetlink – outreach service to help anyone sleeping rough – call 0300 500 0914 or www.streetlink.org.uk

Young Minds – mental health support for young people or parents who want advice www.youngminds.org.uk

Pembroke House are looking for volunteers – contact lucy.welch@pembrokehouse.org.uk if interested.

Christmas Day Lunch – Southwark People Care Association – <http://www.southwarkpca.org.uk/> 020 3355 2619

Healthy High St Challenge - <http://www.innovationunit.org/thoughts/healthy-high-streets-challenge/>

Winter Wonderland – 7th December – Giraffe House in Burgess Park - Aylesbury@nhhg.org.uk or call 020 7703 8923

TW updated all that the practice is involved with working closely with other local practices, community centres and community nursing to form stronger neighbourhood links to support our patients. We have been visiting each other and meeting to get to know each other better and to find out what each organisation can do. Taiye our Health Care Assistant has expanded her role to be a 'primary care navigator' to help signpost patients to support available for them in the community. We will continue to report to the group on progress made.

5. Practice News

Online Access to book nurse appointments

We recently added nurse appointments to our online access availability. The appointment slots are clearly labelled as to what can be booked into them as not all nurses are trained in the same areas: Smears, adult asthma reviews, COPD reviews, diabetic blood tests, Child Immunisations. We have had some teething problems with patients booking the wrong type of issue with the nurse which has meant they needed to be rescheduled and therefore wasted their time and the appointment time. We are monitoring these issues and tweaking the system as we learn. The group felt we should promote this service more particularly when patients register with the practice.

Action: TW to consider ways of doing this.

Staff updates

- All of reception team receiving 'primary care navigator' training.
- Dr Aldridge going on maternity leave Dec 17 which will mean there are changes to GP schedules to accommodate the different cover requirements.

Extended Primary Care Services in Southwark

TW shared a new leaflet on the Extended Primary Care Service and revisited what this service provides; routine and urgent GP and nurse appointments 8am- 8pm, 7 days a week that the practice can book patients into (it is not a walk-in service). It is based at the Spa Medical Centre, Old Jamaica Rd and is ideal for patients who prefer early/late/weekend appointments and they are happy to go to a different location. We would prefer to see patients who find travel difficult or have more complex needs at Villa Street.

Diabetes Group Consultations

TW updated all on Shaun's feedback. Patient feedback positive and all say they feel more confident on how to manage their diabetes. Of the patients who attended the summer pilot there has been successes in weight loss, reduced cholesterol and improved sugar levels. Aiming to run group consultations every 2- 3 weeks. The challenge is getting enough patients to attend each session, as some feel nervous about attending a group session.

6. Patient Group Feedback

Prescription issue

HQ raised frustration of a script not being ready at pharmacist. TW apologised that it had happened and explained that she had looked into what had happened and it was due to the practice fax machine working intermittently so a number of faxes had not been received from pharmacists. The reception manager has been in touch with all pharmacists to ensure the issue is resolved.

Homeless patients

PO concerned about the significant increase of homeless people coming to her church for food and clothing parcels. NH informed PO we have vouchers for the Peckham foodbank. NH encouraged PO to inform people they can see a GP without a fixed address. TW informed all that there are various support organisations that are worth contacting for immediate and longer term support. NC informed all of the 'Robes Protect' projects going on in local churches that offers a place to stay and hot food.

Action: TW to share the homeless support information to all so they can share within their local community networks.

Same day text reminders

AP asked about timings of texts sent out on the same day as if they are sent too late the appointment can't be offered to another patient. TW explained that we try to send up to 30 minutes of an appointment at the very least but sometimes there is a delay by the system we use in the text being sent.

9. AOB

No AOB.

Next meeting planned for: Tuesday 27 February 2018 6.30 – 7.30pm