

**Villa Street Medical Centre
Patient Participation Group (PPG)
26th September 2017 - 6.30 - 7.30 pm**

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

Apologies: Tracey Crossfield – Patient
Neil Crossfield – Patient

1. Welcome and Introductions

2. Review of previous minutes and actions

Patient Network events: Carry fwd action for AP and DC to discuss how VSMC can best be represented at Southwark-wide Patient network events more regularly. TW also updated PO that there have been no follow up network meetings since the last practice PPG.p

Patient feedback: JB wanted further information on the consultation process for changes to malaria prescriptions in Southwark as he was concerned that the local population were not aware of this and it was due to funding cuts. TW explained that essentially the change were due to funding cuts as well as aligning with national prescribing plans. This had been discussed at the last PPG (recorded in the minutes, available in the waiting room and downloadable from our website) plus there were posters about the changes, and patients had been encouraged to complete surveys either online or paper copies that were available in the waiting room. TW also stated that the practice had strongly raised concerns about the change to malaria prescriptions via all formal routes possible. The consultation process was now over and the final decision made.

Action: TW to raise the strength of JB’s feeling again with the CCG.

Patient online access: TC had forwarded feedback from EMIS saying ‘we do not send notifications when patients have messages from the practice in patient access due to confidentiality as it may go to the wrong email address’.

Waiting room notice: TW still to put notices up informing patients why appointments might run late.

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 June 17 – August 17. All acknowledged the many positive comments in particular the reception team being frequently named as helpful, friendly and positive. JB noted that the issue of the heavy front door had been raised again by a mum with pram and that although this was discussed previously by the partnership and felt it was too expensive that we should revisit it.

Action: TW to take the issue back to the partnership and discuss if possible to invest in an automatic front door.

NHS Choices Feedback

The group had sight of the most recent NHS choices feedback.

National GP Patient Survey results

The group reviewed the summary results were positive and mostly higher than both Southwark and National averages. Plus they continue to stay high against our own practice results year on year. JB questioned the low response rate for booking appointments online and is it worth continuing with this? TW explained that the survey sample size is limited and actually 33% of our patients are registered to book appointments online which means that it frees up receptionist time and phone lines for those that don’t want to book online.

Appointments are released to book at the same time whether online or by phone and we are careful to ensure there is no preferential treatment. AP noticed there was a significant drop in 'patients that usually get to see or speak to their preferred GP' and wondered why this was – TW acknowledged the drop and explained that if 'usually and sometimes' the percentage is higher than previous years – definitely something to keep an eye on.

4. Community News and Events

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

Camberwell Remembered – Zeppelin 1917 – various local events

www.bridgetonowhere.friendsoburgesspark.org.uk

Link Age volunteers providing friendly support for the over 60's – call 020 8299 2623 or www.linkagesouthwark.org

Reading Group – either read to others or listen to someone read to you – Fridays 11am – 12.30 at Pembroke House

Walworth Garden – lots of events and well-being support – www.walworthgarden.org.uk

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

New Community Nursing Pilot – 'Burtzorg' is a different approach to nursing in the community being piloted with any housebound patients with a post code of SE17 2xx. They are a team of nurses who will provide holistic care for housebound patients. KA reported that our experience so far is very positive and we are keen for this to be a success.

5. Practice News

Prescription Process Review

KA gave an update to all on progress made with the prescription review and the introduction of text messaging to patients if a script has been rejected. So far it's made a really positive difference to both patients and reception team as it is proactive rather than reactive and much less frustrating for patients if they know to contact the practice about a rejected script rather than find out when they go to pick it up.

Staff updates

- Taiye, Health Care Assistant is now trained as a 'Primary Care Navigator' and can patients find out what non-clinical support is available to them and make introductions if helpful.
- Michelle, IT lead, now left VSMC to do a nursing degree.
- Teagan, Shannon and Elizabeth have all started as receptionists.
- Heather, practice nurse has joined our expanding nurse team.
- Dr Darabi, Cooper and Stretton have all returned to are now staying at Villa Street long term.
- Dr Aldridge going on maternity leave in December.
- Dr Diffley retiring after 28 years! All welcome to join her for tea & cake at Inspire on 6/10 at 2.30pm.

Flu clinics

- Letters have been sent and text messages.
- Dates of clinics are on notices around the practice.
- Important that we all protect ourselves with a flu jab.

6. Patient Group Feedback

Test results

JB raised concern about having to call/chase for test results and then being given them by a receptionist, partly a confidentiality issue and partly they do not have clinical expertise. KA explained that if a GP has ordered tests the results will come back to the practice (usually in about a week) but this is not the case if the tests were ordered by hospital clinicians. The GP would advise the patient to contact the practice in a week or so for their results. When results come back to the practice the GP will look at them and update the patient records with whether they are normal and no action needed or whether they are abnormal and what the next steps would be. If urgent the GP would contact the patient directly. If they are abnormal but not urgent the GP would make a decision about next steps and advise either the patient or receptionist appropriately – for example ‘book patient a routine appointment’ or ‘book patient a call back’. If results are normal GP’s would note this and receptionists can tell patients this when they call up. We wouldn’t repeat the patient name so other patients could hear. KA suggested that patients who would prefer to speak the GP could book a telephone appointment but obviously this needs to balance with unnecessary additional workload.

9. AOB

HQ suggested a retirement card from the PPG.

Action: AP to organise.

Next meeting planned for: Tuesday 21 November 2017 6.30 – 7.30pm