

**Villa Street Medical Centre
Patient Participation Group (PPG)
Tuesday 6th March 2018 - 6.30 - 7.30 pm**

Present: Andreas Paraskevas – Patient Chair
Henry Quennell- Patient
Tilly Wright - Practice Manager
Neil Crossfield – Patient
Tracy Crossfield – Patient
Shannon Peat – Receptionist (minutes)
Chloe Lock – Age UK
Bola Olatunde – Southwark CCG (observing)

1. Welcome and introductions

TW apologised for the rescheduling of the meeting due to snow. TW also explained that Bola was attending patient groups across Southwark to see how they work and how to share best practice across all of Southwark.

2. Review of previous minutes and actions

Automatic front door: TW updated group that the practice did not win the bid for the local grant to fund the installation of a new automatic front door so the practice will fund it and plan for the work to be done by end of April 2018.

Online Access Appointments: TW updated all that patients booking/cancelling appointments and ordering scripts via online access is saving 10 – 15 hours of receptionist time a month. HQ asked if this meant we would be reducing receptionist hours and TW reassured that there would not be any reduction in employed reception hours however the time freed up means they are working through other tasks more effectively which in turn improves the service patients receive. TC fed-back how easy she found using the patient access app on her mobile – booking and cancelling appointments can be done with one click of a button which saves everyone time.

3. Patient feedback

TW refreshes the group on what F+F is and that a new question asking about satisfaction levels with appointment booking. All reviewed feedback for Nov 17- Jan 18. All acknowledged the majority of the responses are very positive including around making appointments with only one negative response saying it is hard to get an appointment. The group acknowledged that although the practice aims to provide an excellent service to all it isn't always possible to reach every expectation.

4. NHS choice feedback- TW

The group had sight of the most recent NHS choices feedback – notably anonymous negative comments, specifically two comments about requesting repeat prescriptions. SP explained the processes of what happens once a script is rejected. Members of the group had expressed that they had not received a text message stating prescription request rejected and asking them to contact the practice for more information. TW expressed concern at this as texts have been sent for the last 6 months and this is reported on to the team to ensure any negative issues arising are reviewed so that we are continuously improving the service. HQ also reported that sometimes he would go to the pharmacy and the prescription was not there. TW explained that some types of medication cannot be processed electronically which is frustrating for both patients and staff. TW also informed

group that the practice now has a pharmacist working at the practice twice weekly and one of her projects will be to build better links between the practice and local pharmacists and reduce the number of issues arising.

Action: TW to look into any issues regarding text messages and discuss at the practice meeting.

5. Community news and events

TW shared recent community network and local support information:

- **Street Link** exists to help end rough sleeping by enabling members of the public to connect people sleeping rough with the local services that can support them. If you are concerned about anyone sleeping rough then go online and refer to <https://www.streetlink.org.uk/>
- **Age UK** – Lewisham and Southwark – advice on keeping warm and well in winter <https://www.ageuk.org.uk/lewishamandsouthwark/services/independent-living-services/weathering-well/>
- **Bags of Taste cookery lessons** - cooking on a £1 budget and still getting lots of flavour plus a free lunch at the end of the session. Pembroke House - Friday Mornings - 10.30am - 1pm until 16th March 2018. <http://www.bagsoftaste.org/>
- **Songs & music for babies & toddlers** - 40 minutes for singing games, nursery rhymes and lullabies from around the world for 0-4 year olds followed by chat and refreshments. Pembroke House - Every Wednesday 2-3pm. For more info call 020 7703 3803
- **Walworth Garden** is open again 10am - 5pm on Sundays. Good place to relax or join in with various workshops. www.facebook.com/WalworthGarden/
- **Aylesbury Now** have information on lots of local courses and events that are going on in your community:
 - Jewellery making course (including top tips for starting your own business) - call Abi 07883712714
 - Apprenticeships (wide range of careers - healthcare, construction, IT, arts, horticulture and much more) - call Valerie Alaro 07718 321973
 - Customer Service training - level 2 - call Valerie Alaro 07718 321973
- **Free wellbeing workshops** - call the Southwark Wellbeing hub on 02037519684

Age UK- Chloe from Age UK explains her role as Information and Advice Officer for people over 50 years of age and can help with issues such as finances, benefits, transport and applying for a blue badge. This is an extension of the Safe and Independent Living (SAIL) role. Chloe is based at the practice every Monday from 10 until 12pm. TW informed all that this is a pilot until September when we will review use of the service. TW explained that it could help clinicians save time in appointments as these issues are not clinical and enable patients to access the right support services more effectively. Positive feedback from the group and suggestions were made on how to promote AGE UK service to patients over 50 such as when waiting to be seen by a clinician, when booking in an appointment (receptionists ask questions) Facebook or notices.

Primary Care Navigator (PCN) - TW reminds all of the role of the Primary Care Navigator and informs all that Taiye, our Health Care Assistant, is the PCN for Villa Street and that she

has allocated time to do this role. During Taiye's PCN appointments she can spend time with patients finding out what they need and identifying support available and connecting patients with that support. Taiye sends the practice team a weekly summary of patients she has helped and what support has been given. It is also worth noting that our reception team have also done the PCN training so they have a good knowledge of local support and can also help patients opportunistically. The National Association of Primary Care (NAPC) are filming how PCN's work in Villa Street and HQ agreed to contribute.

6. Practice news

Staff changes

- Alpa Pabari, practice based pharmacist, now working part time at Villa Street and other local practices to build links with neighbourhood pharmacists and improve the prescribing processes in the local area. Alpa will also be seeing patients to review their medications and ensure they are being taken correctly, with a focus on patients taking a lot of different medicines. The group raised the point that it can be difficult for elderly patients to keep on top of their medicines and confusing when tablets change colour/ shape.
- Dr Stretton will be going on maternity leave in June as will Teagan our receptionist.
- Dr Whitehead finished her placement at VSMC in February and Dr Wilson has started her GP placement with us and will be with us until August 2018.

Action: TW to feedback the groups point about elderly patients to Alpa, pharmacist.

Online access

TW informed the group that we have updated the guidance patients see when they log into patient online access because people were overriding the advice buttons when booking appointments meaning they had to be rescheduled and both patients and clinical time wasted. TW asked the group to feedback thoughts on the wording. Members felt the wording was clear however often people don't read information available. SP explained that as an extra precaution the reception team check the reasons patients have stated for their appointment and try to contact the patient if any irregularities. This has helped to reduce waste and any disappointment on arrival. The group also raised the concern about having online access for those who cannot speak English stating that having an icon with a variety of different languages would be helpful.

Action: TW will feedback the suggestion about languages to the online access hosts.

Blood Pressure Machine

TW updated all that the practice had invested in a blood pressure machine for patients to use in the waiting room whilst waiting for their appointments. The advantage is that the machine gives more accurate recordings as patients are often more relaxed when doing this on their own. Also it saves time in the appointments as patients need to be still and quiet when having their blood pressure taken. Patients can drop in and take their blood pressure whenever they want to and drop off the result to reception. A clinician checks the result at the end of each day and will contact the patient if anything is of concern.

Patient Group feedback

No feedback raised.

AOB

No AOB.