

**Villa Street Medical Centre
Patient Participation Group (PPG)
Tuesday 22nd May 2018 - 6.30 - 7.30 pm**

Present: Andreas Paraskevas – Patient Chair
Philomena O’Gorman – Patient
Nicola Hanson - GP
Tilly Wright - Practice Manager
Shannon Peat - Receptionist (minutes)

Apologies: Henry Quennell - patient

1. Welcome and introductions

2. Review of previous minutes and actions

Automatic front door: TW updated group that the electronic front door has now been fitted however it is not working just yet. TW will put a notice up saying ‘not working’

Blood pressure machine- Andreas questioned whether the BP was being used and when it would be appropriate to use. TW explained that the BP machine is more reliable and saves time within appointments. Patients can also get a BP update without having to make an appointment.

3. Patient feedback

Friends & Family Test feedback

TW refreshes the group on what F+F is, the group reviewed the new question about experience in booking appointments. All reviewed feedback from Feb 18- April 18. All acknowledge that the majority of feedback is positive and no negative comments with a few saying neither likely or unlikely to recommend the service. TW updates the group that during in April a number of GP’s were ill and this impacted on appointment availability and continuity for patients wanting to see the same GP. We are aware that this impacted negatively on the patient experience but unfortunately this was unavoidable.

NHS choices responses Feb-Present

The group had reviewed the most recent NHS choices feedback from Feb 18- April – 18. Only one negative comment was left during this time, about the lack of respect shown when discussing health problems. TW explained that all complaints are reviewed carefully within the practice. TW informs group of the protocol used when receiving any complaint or negative feedback.

4. Community news and events

Local Support and Community Network Info May 2018

- **Glengall Wharf Garden** - The Glengall Wharf Garden in Burgess Park holds regular sessions for different types of people:

- Toddlers and parents/carers Mondays 10-1pm
- Herb Tuesdays 1-4pm
- Home grown produce and a shared lunch on Thursdays 1-4pm
- Gardening Sundays 1-4pm

<https://burgessparkfoodproject.org.uk/>

- **Walworth Garden** - This intro to gardening workshop at Walworth Garden looks like a lovely way to spend a sunny day in a relaxing environment.
<https://walworthgarden.org.uk/wg-workshops>
- **Southwark wellbeing hub directory** - Southwark Wellbeing Hub are providing various workshops throughout the summer to support people to understand and self-manage conditions they may be living with. For more info call 020 3751 9684 or email southwarkhub@together-uk.org
- **Southwark carers/ care free breaks** – Care free breaks provides short breaks for unpaid carers in hotels and holiday cottages provided free-of-charge by owners during the low season. The next stage of this project runs until 3rd June 2018, if you are interested in taking a break please contact [Rob Danavell](mailto:Rob.Danavell) or call 020 7708 4497 for more information.
<https://mailchi.mp/9ac054ecbaa9/wfa9huscun-1148085>
- **Southwark carers** - Southwark Carers have agreed a partnership with Disability Law Service to provide welfare benefits advice weekly from Thursday 7th September.
<https://mailchi.mp/ff749a8b4fc8/5dihznip1e-1148073>
- **Melodies for mums** - This free 10 week well-being programme of singing and music making workshops for mums and babies starts on 29th May. The weekly sessions take place on Tuesday afternoons and last an hour. - To register a place email m4m@breatheahr.org or call 07841909528.
- **Burgess Park run** - This is a great way to get fit and make friends - Park Run - 9am every Saturday in Burgess Park. <http://www.parkrun.org.uk/burgess/>
- **Gym Group**- Want to go to a gym but worry that you aren't a 'gym-type-person' why not try out Gym Group. A supportive group that meets in the cafe at The Castle Leisure Centre and then go to the gym together. They will help you join the gym and get a free 'Everyone Active' card. Meet in the cafe on Fridays at 10.30am for an hour in the gym and a chat afterwards.
- **Silverfit** – fitness sessions for over 45's – meet in Burgess Park, on Tuesdays, Park Life Café at 10.30am or Thursdays in the Giraffe House at 1.30pm.
<http://www.silverfit.org.uk/burgess-park/>

5. Practice news

Staff changes

- Dr Kate Stretton will be going on Maternity leave in June as will Teagan our receptionist.
- Shallene our receptionist will be leaving us after 11 years
- New receptionist Suraya has joined the team and quickly learning all of the detail of the new job.
- Victoria has joined us here at Villa Street for her nurse placement
- Dr Guerbi has re-joined Villa street one day a week to cover maternity leave

6. Streamlining patient registration process

TW informed the group that we have been working on a new registration form as the current one needed to be more concise. TW asked the group to review the new registration form. The group raised concerns about the new form such as the lack of space to provide details for multiple children; the group suggested that perhaps children and adult registration forms could be separate? TW explains that the form has not been finalised and she will feedback to Shaun who is working on the new design.

7. General data protection regulation - brief update on EU regulation

TW updated group on the GDPR regulations and what it means here at Villa Street. There is a notice by the reception desk informing patients of our responsibilities as a data controller and data processor and the rights of patients. It is also worth patients reading the notice on whether to opt in to sharing more enriched data via the Summary Care Record and the option to entirely opt out.

8. Child Health checks

NH informed the group of the Child Health Checks project being organised by Children and Young People Healthy Programme (CYPHP). NH explained that the aim is to improve health in Southwark and Lambeth for children between the ages of 0-15 years who have been diagnosed with conditions such as Asthma, Epilepsy, Constipation or Eczema. The parents or carers are asked to complete a short survey (5 minutes only) either online <http://www.cyphp.org/cyp-families/survey> or can get a paper copy and pre-paid envelope form at our reception. The parents will then receive a health support pack with lots of really useful information about how to manage the symptoms and make life easier.

9. Patient Group feedback

No feedback.

10. Any other business

No AOB raised.