

**Villa Street Medical Centre  
Patient Participation Group (PPG)  
Tuesday 25 September 2018 – 6.30pm - 7.30 pm**

**Present:**

Andreas Paraskevas – Patient Chair  
Philomena O’Gorman – Patient  
Henry Quennell - Patient  
James Beedell – Patient  
Tilly Wright – Practice Manager  
Shannon Peat – Receptionist (Minutes)

**Apologies:**

Tracy Crossfield – patient  
Neil Crossfield – patient  
Daniel Carry - patient  
TW gave apologies for no clinician being present

**1. Welcome and introductions**

PO’G would find it useful if clinicians were present TW agrees with this and will raise this with the clinicians.

**2. Review of previous minutes and actions**

**Automatic front door:** TW updated the group that the electronic door is now fully working. The group asked whether the practice received funding for this, TW informed that the practice did put a bid in for this but were unsuccessful so the practice paid for the door.

**3. Patient feedback**

**Friends and Family Test feedback**

TW refreshes group on what F + F is, all review feedback from June 18 – August - 18. All acknowledge that the majority of feedback given was very positive with a few ‘average’ comments. TW informs the group that there has been a reduction in the number of responses, however reception are working on promoting it again. TW updated the group that during the month of August a GP was ill for 3 weeks impacting appointment availability and possibly generated some negative feedback about difficulty in booking appointments. The group asked what solution the surgery provided when the GP was off sick, TW informed the group that the surgery that we booked a regular locum doctor to provide additional appointments.

**NHS choices responses June – Present**

The group reviewed the most NHS Choices from June – September 18 with both positive and negative comments left during this time. The group express that anonymous feedback isn’t helpful and it would be more constructive for a patient to leave their name when giving feedback or speak directly with the practice so that we can look into the detail of any issue raised.

**National GP Patient Survey**

The group reviewed the 2018 national GP survey results. The group noted that patients found the reception team helpful 97% of the time which is excellent. The group asked about the issues of patients getting to see their preferred GP as although this is above the Southwark average, it could still be improved. TW agrees and informs the group that continuity is important for some patients, but not all, and as a practice we try to get the balance right between accessibility and continuity with

clinicians. This can be difficult to always get right due to the part time nature of clinicians and the balance of urgent / routine appointments. TW also highlighted that 85% of patients rated their experience as good or very good, however of the remaining 15% only 2% rated it as poor or very poor – the other 13% described it as ok.

	VSMC	Southwark	National
<b>Overall would you describe your experience as good or v good?</b>	85%	79%	84%
<b>How satisfied are you with the GP appt times that are available to you?</b>	76%	61%	66%
<b>Yes there is a named GP you prefer to see</b>	49%	46%	50%
<b>How often do you get to see your preferred GP Always, almost always or a lot of the time</b>	51%	45%	50%
<b>On this occasion, yes I was offered a choice of appointments</b>	81%	66%	62%
<b>On this occasion, were you satisfied with the appointment you were offered?</b>	76%	66%	76%
<b>On this occasion, did you accept the appointment you were offered?</b>	97%	93%	94%
<b>How easy is it to use your GP practice's website to look for information or access services?</b>	78%	72%	82%
<b>Receptionists are helpful in your practice?</b>	97%	88%	90%
<b>Was your experience of trying to get an appt good?</b>	72%	62%	69%
<b>Waited less than 15 mins after appointment time to be seen?</b>	76%	65%	69%
<b>Last time you had an appt were your needs met?</b>	93%	93%	95%

#### 4. Community news and events

*Young Theatre Makers* - training for 18-24 year olds with time during the day. It's free to join, lunch is provided & travel reimbursed.

- Create a play
- perform
- paid work placements
- help with drama school auditions, CV writing and interview skills

Free taster session - Wednesday 19th Sept 2 - 4pm

email [marie@londonbubble.org.uk](mailto:marie@londonbubble.org.uk) or call 020 7237 4434

'*South London Cares*' run free social clubs for Southwark and Lambeth residents who are over 65.

Lots of really interesting and different types of events:

pub club, quiz club, Ballroom & Latin dancing, film club, archaeology workshop, choir, visit to Buckingham Palace.

Call them on 0207 118 0404 for more info or email Elyssa on [elyssa.kill@southlondoncares.org.uk](mailto:elyssa.kill@southlondoncares.org.uk)

<https://southlondoncares.org.uk/home>

*Free Mental Health and Wellbeing workshops available to Southwark residents at the Southwark Wellbeing Hub:*

- Understanding psychosis
  - Confidence in social situations
  - Mental Health: Disclosure and your rights at work
  - Volunteering and Recovery
  - Emotional Intelligence: The path to emotional serenity
  - Understanding the impact of substance misuse on Mental Health
- And lots more... Yoga, Cooking, Creative Writing, Reading Groups...  
Email: Southwarkhub@together-uk.org  
Call: 020 3751 9684

#### *Mental Health support*

If you know anyone that is feeling low, stressed, anxious or depressed then maybe these talking therapies could help? There are e-learning courses, workshops and other types of support that might help to find ways to worry less, feel more relaxed and start to enjoy life a bit more.

It's possible to self refer by going to this website or call to find out more info on 020 3228 2194.

<https://slam-iapt.nhs.uk/>

#### **Health and well-being**

*Alive 'N' Kicking programmes in Southwark.*

Camberwell Leisure Centre (Infants and Juniors)

Start date: Tuesday 18<sup>th</sup> September 2018 - (exclude 23<sup>rd</sup> October), 11 weeks long (rolling programme)

Time: 4:30-5:45pm

Venue: Camberwell Leisure Centre, Artichoke Place, SE5 8TS

*Peckham Pulse Leisure Centre (Seniors and Young People)*

Start date: Wednesday 19<sup>th</sup> September 2018 (exclude 24<sup>th</sup> October), 11 weeks (rolling programme)

Time: 5:00-6:15pm

Venue: Peckham Pulse Leisure Centre, 10 Melon Road, SE15 5QN

*The Castle Leisure Centre (Thursday Infants & Juniors)*

Start date: Thursday 20<sup>th</sup> September 2018 (exclude 25<sup>th</sup> October) – fixed 11 weeks

Time: 4:15 -5:30

Venue: The Castle Leisure Centre, 2 St Gabriel's Walks, SE1 6FG

*The Newlands Academy (Saturday Infants & Juniors)*

Start date: Saturday 22<sup>nd</sup> September 2018 (exclude 27<sup>th</sup> October) – fixed, 11 weeks

Time: 10-11:15

Venue: Newlands Academy, Stuart Road, Peckham, SE15 3AZ

*The Newlands Academy (Saturday Infants & Juniors)*

Start date: Saturday 22<sup>nd</sup> September 2018 (exclude 27<sup>th</sup> October) – fixed, 11 weeks

Time: 11:45-1:00pm

Venue: Newlands Academy, Stuart Road, Peckham, SE15 3AZ

#### **Southwark-wide patient meetings update**

TW informs group that there will be a Southwark networking meeting that will be held on the 26/9, PO'G agrees to attend and will feedback to the group at the next meeting.

## **5. Practice news**

### **Staff update**

- Receptionists Surayah and Max have now left and we have new receptionists joining.
- Dr Hanson will be going on maternity leave October 18.
- Dr Smith (male GP) will be covering Dr Hanson's maternity leave
- Dr Naughton and Dr Bowen have joined VSMC for their 6 month GP placement.
- Aysha the practice counsellor has now left Villa Street and Patricia a new counsellor has joined

### **e-consult**

TW demonstrates how e-consult works so that patients can access self help medical advice, administrative help and request advice from clinicians via an online form. The practice will respond to any online requests by the end of the next working day. TW explained it is not for all patients but is useful for those that have non-urgent issues and find it easier to go on line than use the telephone.

Overall the group were not keen on the process and asked what the expected use and impact of the service was. HQ asked whether it would be more work for GP's? TW assured the group that it from experience so far it has not created additional work although we would monitor this closely to ensure it didn't add to work load. TW explains that contractually GP practices have to provide online access by the end of this year. JB asked if the aim was to save money? TW confirmed that we are always looking at ways to provide efficient and effective services and this is one of those initiatives. This system is being trialled in Southwark and we monitor its progress closely. The group agree that this method would be more suitable for the younger generation and those who work hours that make it difficult to contact the practice at times when appointments are mostly available to book.

### **Registration form progress update**

TW update group on the new registration form progress has saved significant amounts of admin time (60%) in reception and health care assistant. In addition the new forms ask patients if they would like to receive information about the Patient Group and for email addresses so we can forward updates and minutes etc.

### **Flu Season**

TW informed the group that flu season is approaching and there will be flu clinics and appointments available to book, TW tells group that there are notices around the surgery and letters are going out in the next few weeks.

### **Any other business**

No AOB raised by patients.