

Villa Street Medical Centre Patient Participation Group (PPG)

9th February 2016 - 6.30 - 7.30 pm

Present: Henry Quennell- Patient- PPG Chair
James Beedell- Patient
Wendy Fisher- Patient- PPG Vice Chair
Tilly Wright- Practice Manager
Julia Hodges- GP
Philomena O’Gorman- Patient
Erin Mee- SAIL (Age UK) Navigator
Rosie Gray- Alzheimers UK Dementia Support Navigator
Gbemi Babalola- Receptionist- Minutes

Apologies: Daniel Carry- Patient
Festus Taylor - Patient

1. Welcome

2. Review of previous minutes and actions - no actions

3. Patient Feedback- Friends and Family Test Feedback

Update from TW: Feedback between November and January were reviewed. Very few ‘unlikely’ and ‘neither’ options were selected. Overall the feedback was very positive, with comments describing the practice as friendly, caring and helpful. Some comments requesting more late appointments. We report Friends and Family data to NHS every month. The practice reviews all the comments and feedback we receive in meetings to make sure we are listening to patient requirements and improving where we can.

4. Support Pilots

SAIL (Age UK) Care Navigator Pilot

Update from EM: Villa Street is 1 of 4 practices involved in the pilot. On average 7 referrals a week are being made from Villa Street, with similar numbers at the other 3 surgeries. This is resulting in approximately 30 home visits a month. Currently we are in the second phase of the pilot. Receptionist Carmen is being trained as a signpost navigator with support from Erin and will be attending upcoming training. East Street/Ridgway Pharmacies have been paired up with Villa Street. The pilot has been trialled in other parts of the country, and results have shown GP appointments have been saved. The first 6 months were funded by SLIC, and now the pilot will be funded by the CCG for the next 2 years. This is part of a wider initiative to integrate health and social care to provide a more joined up service for patients.

Alzheimers UK Dementia Support Navigator

Update from RG: The aim of this pilot is to primarily support patients at home and coordinate necessary services. The first strand of this is the dementia pilot. Secondly is the dementia navigator pilot, which focuses on the post diagnostic support side, i.e. those diagnosed by secondary care and are eligible to use these community services.

JH informed this has been trialled in Bristol, with results suggesting this issue is better dealt with in primary care. This means those with early dementia that are lonely, need more structure in their lives or more security have easier access to help. Information is also explained to relatives of patients.

HQ enquired regarding what steps are taken if a third party considers a patient needs help. JH explained that the information can be used, however confidentiality of the patient must be respected and therefore could not be discussed further with the party making the report.

5. Practice News

Staff Updates

- Dr Weale will be on maternity leave from March
- Dr Stretton has now moved on to her next training position at A&E
- Dr Mulrenan and Dr Brew will be training with us for the next 6 months and year respectively
- Nurse Natalie will be leaving by the end of March and we are now considering options for the nurse team.

Change to repeat prescription turnaround time now 48 hours

- We have informed patients with notices in the practice, and updated the website and practice leaflets to reflect the change in turnaround time
- Live from the beginning of February
- So far there have been no issues

HQ enquired on the rationale of the new turnaround time. TW explained that the practice was experiencing situations with requests being made late in the day but with expectations of collection by the next morning. By altering the turnaround time, this saves time and patient disappointment, while reducing stress for patients, GPs and receptionists. An extra 24 hours would ensure nobody is disappointed and sets patient expectations. 48 hours is also in line with other GP practices in Southwark.

Appointment numbers

Update from TW: During January and February the surgery has felt increasingly busy. The practice is constantly reviewing and tweaking the appointment system, and ensuring cover is arranged where needed. We are now offering 10% more appointments than we are officially contracted to. The practice aims to encourage and inform patients on where they can go for alternative support besides the GP i.e. pharmacy first. There are also NHS apps available for free download containing information on local services.

JB explained that not all pharmacies are informing patients of such services that they are entitled to. TW ensured this will be fed back to the CCG. WF has seen information displayed in particular pharmacies.

Villa Street continues to encourage patients to register and make use of online access, which can save patient time. 1 year ago 400 patients were registered, and now there are 1486 patients registered for online access. Currently only GP appointments can be booked online due to the complex nature of nurse appointments which require more detail for booking.

6. Community news and events

- **Wellbeing hub-** Based at Camberwell New Road. This is a drop in service available for those concerned about mental health. Patients are able to speak to somebody and gain advice. There are different pop up sites in different locations on a weekly/monthly basis around the borough.
- **Silverfit - physical activities- for over 45's** at the Academy of Sport near Elephant and Castle, 100-116 London Road, London, SE1 6LN (please take the main entrance). Free gym and exercise sessions in Southwark
- **GP Services Leaflet-** Gives an idea of different services available. PO has put up these leaflets around her church.
- **Sugar Smart App-** Change 4 Life sugar app now available for free download. It aims to promote awareness of sugar intake. Users are able to scan barcodes on food packaging at home and in shops to discover the sugar content. PO asked for more copies of Villa Street's sugar notice to put up on church notice-board.

7. Southwark CCG and NHS news

- **Local Care Record-** King's College Hospital, Guy's and St Thomas' Hospital and GPs in Southwark and Lambeth are coming together to find a way to view patient live data through each other's clinical system rather than wait for results to be sent to the organisation. This is currently being piloted. Hospitals will have access to coded

information only. Patients are protected by information governance regulations - if a GP wanted to access hospital results, they would ask the patient's permission for this. Patient information about the Local Care Record is now up and around the practice and on the website.

- **Upcoming Events/ Meetings** - North Southwark PPG meetings for 2016 are displayed in on the Patient Group Noticeboard (as you come into the practice).
- **Junior Doctor Industrial Action**- The action continues with the next strike date set for 10.02.2016. Villa Street continues to support the action.

8. Patient Group Feedback

- **Neighbourhood Hub Event**- WF attended the event and found it informative.
- **Foot Clinic**- concerns raised with the community based foot clinic service. There is poor communication from the clinic, possibly due to a lack of resources. PO reported inappropriate questioning by the staff at the clinic. There is also a short time frame that patients have to respond to their referral but patients are unable to make contact with the clinic, resulting in their referrals being closed.

Action: TW to feedback patient concerns with the foot clinic to the CCG

9. AOB

HQ enquired whether Villa Street was involved with the merging with of local GP practices. TW explained that some local surgeries have joined up as a partnership and that Villa Street is not part of the merge although we do work closely with the practices that are merging.

Next meeting: TBA