

**Villa Street Medical Centre
Patient Participation Group (PPG)**

10th May 2016 - 6.30 - 7.30 pm

Present: Henry Quennell- Patient- PPG Chair
Wendy Fisher- Patient- PPG Vice Chair
Tilly Wright- Practice Manager
Daniel Carry- Patient
Philomena O’Gorman- Patient
Erin Mee- SAIL (Age UK) Navigator
Cat Baker- Pembroke House Community Centre
Gbemi Babalola- Receptionist- Minutes

Apologies: Julia Hodges- GP

1. Welcome

2. Review of previous minutes and actions

Foot Clinic

TW has raised a quality alert to the CCG regarding the foot clinic concerns. Others have also raised issues with the foot clinic. The CCG feed back on a quarterly basis. TW asked for specific examples of issues with the clinic to pass on to the CCG.

Action: PO to provide details of poor experience with the foot clinic

3. Patient Feedback

Friends and Family Test Feedback

Summary statistics are now available on the Villa Street website, and speech bubble sound bites of comments are now displayed around the practice. Comments from the test are taken on board by the practice to suggest improvement.

National GP Survey 2016

The survey is carried out twice a year- in January and July. TW presented results from January 2016. Out of 400 surveys sent, Villa Street had a fair response rate of 25%. The results showed that Villa Street were above national average and CCG average in most categories. In particular Villa Street excelled in the following areas:

- Patients who feel they don’t normally have long to wait to be seen
- Patients are satisfied with opening hours
- Receptionists came top for being the most helpful in Southwark
- Top 4 in Southwark for being able to see/speak to a doctor or nurse

HQ noted that we did not do as well in the category for ‘patients who usually get to see their preferred GP’. TW explained the practice has discussed continuity issues for patients seeing preferred GP’s at the last practice meeting. At present 3 doctors are currently on maternity leave and registrar doctors will always change – plus as we encourage GP’s to develop and contribute to wider practice in Southwark it means most clinicians are part time at the practice. The practice will always have appointments available for the triage doctor to book into and we try to book with preferred GP’s whenever requested – for emergencies this can sometimes not be possible at short notice. HQ noted over 70’s are assigned preferred GPs and this could add to the expectation of seeing particular doctors. TW updated that all registered patients have a named GP now. EM commented that some patients mention they have not seen their preferred GP recently however they still report a positive experience.

4. Community News and Events

Well-being Programme- Pembroke House

Update from CB: Pembroke House is a community centre situated off East Street. It has been running since 1885 and was set up by students of Pembroke College, Oxford University. Various community activities are available including the over 50's lunch club, choir and the community garden, particularly for those experiencing mental health problems. Currently 500 people are attending each week. It has proved a useful health resource. There are also ample volunteering opportunities, which provide a sense of engagement. The well-being programme is currently open and is being run in conjunction with IAPT therapy.

Action: TW to put Pembroke House leaflet on the Villa Street Facebook and inform GPs
Action: All to share within own community networks.

A well-being fair will be taking place on Saturday 21st May.

Action: TW to share all events on Facebook

Action: CB to send all information across

Action: TW to arrange for Carmen to go with Erin to visit Pembroke House

SAIL (AgeUK)- Primary Care Navigator pilot update

Update from EM: Steady stream of referrals are still being received from GPs and increasingly receptionists. Receptionist Carmen has trained as a Primary Care Navigator which is part of extending the pilot to build a depth of knowledge about local support groups to advise and share with patients when needed. The pilot is starting to show some good results and therefore 10 more Primary Care Navigators are in training in various Southwark practices. EM informed that AgeUK has got some free radar keys (usually £5 each) and has made some for VSMC patients.

Action: EM to bring in radar keys from AgeUK and leave at reception for patients

Action: EM to be add note to EMIS re radar keys

Share local community information

- PO reported an increase in knitting club attendance
- TW shared local community and support network news with the PPG- various groups/classes available
- Community Green- sometimes have local speakers and people are able to participate in the whole cycle of planting and growing

Young person's leaflet

Dr Nicola Hanson has been developing a leaflet to raise awareness for young people. Receptionist Zoe is the young person's champion. The leaflet will be focussed around young people, their rights and the services that are available to them. Mentioning confidentiality early on in the leaflet is key, and it must be made very clear. The leaflet must also be punchy and colourful. The idea is to reassure young people and make them feel more welcome at the practice. PO noted her grandson had made positive comments regarding the young people's noticeboard at reception. DC explained the thought does not come easily to young people to visit the GP. DC also suggested some YP support networks to add to leaflet. It is not always clear that the GP is an avenue for them; therefore signposting young people with the help of the leaflet will be very helpful. HQ informed of the Party in the Park event run by St Peter's church. This could be an avenue to promote information for young people. TW explained the CCG are involved particularly with regeneration.

Action: All to share information with local communities

Action: TW to feedback positive comments to NH and ZL

Action: TW to find out from the CCG if they are involved with the Party in the Park event

Action: DC to forward TW details of YP support networks.

5. Practice News

Staff Updates

- Dr Weale is currently on maternity leave and has had a baby girl
- Dr Darabi is covering Dr Weale's leave
- Dr Guerbi is leaving at the end of May and moving to Bath
- Dr Trinh will continue to cover Dr Aldridge's leave
- Nurse Natalie has left and we are expanding the nursing team Nurse Laura has just started in primary care and there is a lot to learn – fortunately she is really quick at this!
- Nurse Kate Pattle is a new nurse practitioner working 2-3 days per week of which one will be based at the extended primary care service based at Bermondsey Spa.
- Receptionist Gbemi will be leaving at the end of May. The rest of reception will cover the hours for the time being.

Touch screen

An optional touch screen is now available for patients to check themselves in for their appointments. This saves time waiting in queues and should reduce patient lateness. The equipment was paid for by the CCG and is fully functional. There is also the ability to complete the friends & family test using the touch screen.

Telephone message

In light of the recent Healthwatch report, the Villa Street telephone message after hours has been updated. NHS direct does not exist anymore. Seldoc and 111 have been added to the phone message, although the name of Seldoc is not used. Patients are still encouraged to use 999 for absolute emergencies, although this advice appears lower down in the message as this is already well known. Online access is also mentioned regarding prescriptions, appointments and viewing results. Healthwatch focus on getting patient voices heard. One issue focused on was access. It was felt that across Southwark, the 44 GP practices were giving inconsistent messages. HQ enquired about the length of the message as patients don't listen to long messages. TW explained that the template given by Healthwatch was lengthy and that practice managers provided feedback on this as well as:

- Patients do not need to know the name of Seldoc- the contact number and hours of operation are most important
- The CCG did not make clear that 111 was to be advertised hence many practices did not include this in their message
- Patients do not want to listen to 2 minutes worth of information

6. Southwark CCG and NHS new

Local Care Record

The local care record has been live for the last 6/7 weeks. It allows for clinicians to access live data from hospitals. With the patient's permission, a portal can be entered that retrieves the patient information. This has reduced reception workload and patients can receive results very quickly. GPs can therefore make decisions straightaway. This has been a very positive change.

Southwark wide patient meetings

The Southwark patient participant group network will be taking place on 11th May. 4 meetings are held each year at Cambridge House. There has been a massive push on co-design with patients. The government are trying hard to get patient voices. On Thursday 19th May there will be a Citizen's Forum. This is about new models of care being designed to streamline and join up services better. For the NHS to survive, reorganisation must take place effectively.

Junior Doctor's Strike

- Villa Street is still supporting
- There has been an impact on our services- less routine appointments are available on the day of strike however this has never impacted on emergency care

- Currently there is a pause in negotiations

7. Patient Group Feedback

- WF enquired about the number of clinicians available at Tuesday evening clinics. TW explained 2 doctors and 2 nurses are typically available. WF noted she had waited approximately 25 minutes for her appointment and had to leave. TW apologised and explained that sometimes there is a delay when patients have complex issues that cannot be rushed through. 12 GP and 10 nurse appointments are available during these clinics, which is more than the contractual obligation. Agreed that receptionists should inform patients if there is any extended delay when patients arrive for their appointments.

Action: TW to pick up with reception team re: letting patients know about appointment delays

8. AOB

No AOB