

Villa Street Medical Centre
Patient Participation Group (PPG)
13th September 2016 - 6.30 - 7.30 pm

Present: Henry Quennell- Patient- PPG Chair
Wendy Fisher- Patient- PPG Vice Chair
Tilly Wright- Practice Manager (minutes)
James Beedell – Patient
Philomena O’Gorman – Patient
Andreas Paraskevas – Patient
Jasmine Sparrow - SAIL (Age UK) Navigator
Julia Hodges- GP

Apologies: Daniel Carry- Patient

1. Welcome and Introductions

2. Review of previous minutes and actions

Foot Clinic - All agreed if any further issues to give specific details directly to Tilly.

Wellbeing Programme at Pembroke House – TW added updates to facebook, clinicians made aware of services, leaflets available for patients in waiting room, Care Navigators aware of services and patient group shared with local networks.

SAIL – Free radar keys for eligible patients are available at reception and clinicians made aware of this.

Young People – Patient group members shared info with their networks and DC forwarded details of YP support networks to be included on the leaflet and added to facebook.

Late appointments – TW updated all that as agreed the receptionist are informing patients on arrival if appointments are running late by more than 15 minutes. AP mentioned that the touch screen also informs patients of this. JH updated all that sometimes it might happen after the patient has arrived and the receptionists aim to let patients know if this becomes an extended delay.

3. Patient Feedback

Friends and Family Test Feedback

Summary statistics continue to be available on the Villa Street website with updates around the practice. All reviewed feedback for May 16 – August 16 and noted feedback very positive.

- JB picked up on the request for the front door to be automatic so easier for wheelchair users and pram access. JH explained that although we recognise that this would be an improvement the cost is prohibitive without funding support which we are unlikely to get at this stage.
- A patient raised that 15 minute appointments not long enough. We discussed that VSMC offers 15 minute GP appointments and these are longer than most practices. We recognise that on rare occasions an issue will take longer than this and the clinician accommodates this as appropriate.
- A further issue discussed about whether touch screens can spread germs. All agreed that there is no more risk with using a touchscreen as there is with everything else in our environment.

National GP Survey 2016

The group reviewed the National GP Patient Survey most recently published in July 2016. It was noted that the last 3 years Villa Street results have seen either an upward trend or steady state in all areas. Villa Street’s results are above average in comparison to both Southwark and National results. HQ noted that there has been a significant improvement in the responses to the questions relating to nursing at Villa Street in the last two years. Overall the Patient Group feel that the practice has performed well and hopes to see this continue.

4. Community News and Events

SAIL (AgeUK) Navigator

JS introduced herself as the new practice based SAIL navigator. Erin has now moved to set up SAIL in other practices as it has been a success at Villa Street. JS is based in the practice every Monday morning and is getting to know our clinicians and patients. JS gave a refresher about the SAIL form check list and how clinicians, receptionists, patients and family members can fill it in and hand in at reception. The SAIL team then review and contact the patient to sign post to the appropriate support that is available to enable those who are 50+ to carry on living safely and independently.

HQ asked for clarification on when support is means tested. JH and JS both reassured that basic equipment is not means tested in Southwark. More specialised equipment such as chair lifts would be.

Action: All to share SAIL forms in local community networks to raise awareness and reach those that SAIL can help.

Action: HQ to feedback to his tenants association about SAIL and how to access it.

Share local community information

1st Place Children and Parent's Centre is based in Chumleigh St, Burgess Park and has Coffee Mornings; free English lessons; free literacy courses for parents and carers; free happy parent courses; free computer courses all supported by a free crèche.

Action: All to share with local community groups and networks.

5. Practice News

Staff Updates

- Dr Hanson is now on maternity leave and Dr Cooper is covering her leave.
- Michelle our IT lead, has reduced her hours as she has started an Access to Nursing course.
- Carmen our receptionist and care navigator is leaving as she is starting an Dental nurse course.
- Corlette and Seonae have recently joined the reception team and are working hard at absorbing the huge volume of detailed information they need to know!

HQ asked for it to be noted and passed on to the reception team how pleased the Patient Group are at their progression but how sad they are to be losing them at Villa St!

New Consulting Room

Our new clinical room is now ready for use. Thanks to all for putting up with the building work!

Flu Jab Season

TW informed all of flu clinic dates – these are also advertised around the practice. Letters are being sent to all that are eligible for a free flu jab in the next couple of weeks and text reminders will also be sent mid-Autumn.

6. Southwark CCG and NHS new

Southwark wide patient meetings

The next Southwark patient group network meeting is at Canada Water on 14/9.

There are further dates on the patient group notice board – it would be really good if a Villa Street Patient Group member was able to attend one of the meetings when they take place more locally.

7. Patient Group Feedback

- PO reported that she has heard good feedback about the out of hours info available at the practice.
- PO and others expressed relief that Villa Street is not one of the merging practices.

- PO reported that a number of people she thought were refugees had been coming to her church foodbank and that it was concerning how little they had. JH acknowledged how concerning it must be. TW suggested sharing local refugee support group information with them.
- HQ reported that he had heard patients say they can't get an appointment for two weeks but when they come here the waiting room is empty. TW explained that it would depend on what time of day the patient was trying to book as there are always multiple appointments available for the next and following day when we open at 8am. Additionally the quieter waiting rooms are because we mostly run on time and we don't have walk-in and wait appointments except for baby and blood clinics. JH informed all that the quieter waiting rooms mean less risk of spreading infections and a calmer environment which is less stressful for all.
- AP asked if Villa Street was due a CQC inspection and how much work is involved with preparing. TW confirmed that although we have had a CQC inspection we are due another one imminently, which we are steadily preparing for. When we are inspected the CQC will want to talk to members of the Patient Group – so we will be in touch when that happens.
- JB raised concern about how difficult and wasteful of resources the E-referral system was. He couldn't get a password. He was asked to ring the hospital to get one. He couldn't get through. All agreed the system not working and that this has been raised via various routes however the patient voice would also be helpful to support these concerns.

Action: JB to raise specific details with TW so a Quality Alert can be submitted to the CCG.

8. AOB

No AOB