

**Villa Street Medical Centre**  
**Patient Participation Group (PPG)**  
**15<sup>th</sup> November 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  
Shaun Heath – Nurse Practitioner

**Apologies:** Julia Hodges – GP

### **1. Welcome and Introductions**

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

JB raised concern about how difficult and wasteful of resources the E-referral system was. SH explained the idea of E-referrals is good but the system isn’t working as it should. HQ asked if raising a complaint makes a difference. TW explained the Quality Alert process and how trends are monitored and progress reports are given to practices so we know if improvements are being made.

**Action: TW to contact JB to get specific details to log a Quality Alert.**

**Foot Clinic** – PO concerned about the continued poor service. SH explained the service has been significantly hit by funding cuts really only available for diabetic patients and housebound patients now. Alternatives such as ‘Happy Feet’ are available but are chargeable to the patient.

**SAIL forms** – All shared with their local community networks, churches and tenants association in order to spread the word.

**1<sup>st</sup> Place Children and Parents Centre** – All shared information with local community networks.

### **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 September 16 – October 16 and noted slightly less feedback than previous months which is mostly due to new receptionists on team and staff holidays in September. Feedback mostly very positive. Reviewed the constructive issue raised about keeping patients informed if appointments start to run late after signing in on the touchscreen. Receptionists do try to monitor this and inform patients where possible – specifically if an appointment is running over 20 mins late.

#### **NHS Choices Feedback**

The group reviewed the most recent NHS choices comments that are published online. Two positive and two negative. Discussed how the practice takes the feedback seriously and reviews with individuals and if appropriate discusses as a practice team. We are aware that the issue raised about reception in September was mostly due to it being busy as staff were off work. We have reviewed our holiday planning to minimise the risk of this happening again. In addition we take on board any communication issues raised. Sometimes delivering information people don’t want to hear can be difficult and individuals have different ways of perceiving styles of communication. All agreed reviewing and learning from feedback is valuable.

### **4. Community News and Events**

**AgeUK Warm and Well Winter**

TW shared leaflets and posters from AgeUK about small grants available for local organisations to bid for to help reach older people in their communities and help keep them well and warm during the winter.

**Action: All to share leaflets and PO /HQ to put 'well and warm' notices up in church halls.**

### **Shopping & Cooking on a budget**

TW shared information on a shopping and tasty cooking on a budget course run free of charge by Notting Hill Housing at Pembroke House.

### **Young People local support information**

TW shared Villa Street's 'handy list of info' specifically for Young People – copies are available in the waiting rooms and are given to all new young people registering at Villa Street. It also explains that what is discussed between young people and clinicians is private. The only reason a clinician would have a duty to raise with another professional is if they thought anyone was at the risk of harm.

## **5. Practice News**

### **Staff Updates**

- Dr Hanson had a baby boy and Dr Cooper is covering her leave.
- Dr Aldridge has returned from maternity leave and Dr Trinh is still covering some locum sessions.
- Corlette, Seonae and Ellie have recently joined the reception team and are working hard at absorbing the huge volume of detailed information they need to know!
- Laura - our practice nurse is getting more and more experience and training - in the new year she will be able to provide asthma appointments and do smear tests which will really help to increase appointment capacity in these areas.

### **Diabetes Group Consultation Pilot**

SH presented plans for piloting a new way of consulting with diabetic patients. Over the last 10 years Villa Streets patient list size has increased from 4000 to 7000 patients, the number of diabetic patients has increased from 100 to 300 and the age range for type 2 diagnosis is getting younger and younger; diabetes will have serious health implications for the rest of their lives. SH is the only diabetic specialist in the practice and so we have been considering ways to ensure we are providing the best service possible for our diabetic patients. SH is also a trained group facilitator and it is widely known that people gain more knowledge in group settings by sharing information and learning from each other. In addition to this, patients often don't attend lifestyle and self-management courses that are based outside their local area. HQ agreed with this as he has previously found it difficult to go all the way to Dulwich Hospital. So it seems logical to use SH's group facilitation skills and diabetic specialism and provide group consultations here at Villa Street. Patients would come to see Laura, have their foot check, BP check and biometric measures and be provided a leaflet summarising their relevant personal information. They would join a group consultation and discuss ways to manage their diabetes – sharing personal information if comfortable to do so, however this is entirely up to the individual and there would not be any pressure to do this. AP and JB suggested including a scale in the leaflet of 'how am I doing' to help patients understand how they compare with others. PO said that she was very aware how difficult people find it to manage their own conditions as it is confusing and scary. HQ agreed, he thinks building a support network could be very helpful as it can often be difficult to know what is best to do. SH said he would also do a follow up telephone consultation with patients a week later. Overall everyone felt this was a very positive idea and look forward to a progress update in Spring 2017.

**Action: SH to give an update on pilot plans progress at our next meeting.**

### **New Office Lay Out**

We have changed the office lay out to allow for extra desk space and more desk space away from the front desk so the admin team have more opportunity to concentrate on non-reception tasks. It can be very hard to concentrate on detailed tasks with the phone is ringing, emails

arriving and lots of questions being asked so hopefully the new set up will ease this for admin staff.

## **6. Southwark CCG and NHS new**

### **Southwark wide patient meetings**

TW and PO attended the November Southwark PPG network meeting. A focus on how to raise patient online access awareness in practices and how to encourage and enable patients to use the online access services for their benefit and the practice benefit. Ideas of providing easy access training for patients unsure of how to use the online services – basing these sessions in local community hubs such as Inspire at St Peters and Pembroke House etc. TW shared information on AgeUK's weekly internet café on Thursdays 10-12 at Peckham Library aimed at showing older people how to access the internet. HQ raised concern that everything is being pushed to be online and it is difficult to speak to people to get advice. TW reassured HQ that Villa Street will always cater for all – this is just about giving options of ways to access our services – we will always be available to speak to.

## **7. Patient Group Feedback**

- AP asked if we were aware of the services Blackfriars Settlement provide. Confirmed we are and that Jasmine our SAIL navigator regularly refers people to their services and clubs.
- JB asked what the practice thought about the recent TV adverts advising patients to go to pharmacists for medical advice instead of the doctor. SH and TW had not seen the TV advert however both felt that pharmacists are able to give medical advice for lots of common ailments. Pharmacists are trained professionals and know at what point to advise a patient when to see a doctor so we are confident that this is a safe system. In fact, the practice encourage patients to go to their pharmacist for medical advice with common ailments so that more doctor and nurse appointments are available for those that need them. In Southwark, patients eligible for free prescriptions can get medicines for common ailments directly from the pharmacist saving them from going to the doctor to get a prescription. This saves everyone time and is another way of freeing up doctor/nurse appointments for those that need them.

## **8. AOB**

No AOB