

Villa Street Medical Centre
Patient Participation Group (PPG)
21st March 2017 - 6.30 - 7.30 pm

Present: Henry Quennell- Patient- PPG Chair
Wendy Fisher- Patient- PPG Vice Chair
Tilly Wright- Practice Manager (minutes)
Daniel Carry - Patient
Andreas Paraskevas – Patient

Apologies: Julia Hodges – GP
Shaun Heath – Nurse Practitioner

1. Welcome and Introductions

2. Review of previous minutes and actions

Quality Alerts about E-referrals have been submitted although TW apologised for not following up directly with JB.

Age UK Well & Warm – all shared information with local community networks.

Diabetes Group Consultations Pilot – Shaun has been progressing plans for group consultations and is researching examples that are already happening in other areas of the country. Practice staff support the idea and are contributing to the development of the pilot. SH will feed back when he has further updates.

Cooking Course – HQ fed back that he attended the cooking course at Pembroke House and found it useful and enjoyable – the curry was a particular favourite!

3. CQC report

All reviewed the summary findings of the recently received draft CQC report from the December CQC inspection. Villa Street received a GOOD in all areas inspected. Two members of the PPG were interviewed by the CQC and another member submitted written feedback. The report is positive although it was felt that it could have included more specific reflections about the practice. The final report will be published shortly on the CQC website for all to view: <http://www.cqc.org.uk/>. The PPG asked for their thanks to be passed on to all Villa Street staff and for it to be recognised how hard they worked in preparation for the CQC inspection.

4. 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 November 16 – February 17. All acknowledged the many positive comments, as well as noting a couple of conflicting comments, all agreed that it is difficult to get it exactly right for everyone's perception of need eg not enough emergency appointments / too many emergency appointments. Also discussed that the practice is considering how to make better use of the evening/weekend appointments at the Extended Primary Care Service (EPCS) based at Bermondsey Spa for patients who specifically want to see a GP out of hours for non-urgent routine clinical issues. All patients that are booked in at the EPCS must be triaged by a clinician so the practice is considering how to allow for this in our urgent triage process.

NHS Choices Feedback

The group reviewed the most recent NHS choices comments that are published online. Two positive and one negative: the negative comment was about appointment lengths and diagnosis. The practice actually allows 15 minutes for GP appointments which is longer than most practices, if issues take longer than 15 minutes the clinician will always balance the clinical and emotional urgency of what is being discussed with the need to ensure other patients are not waiting too long for their booked appointment.

5. Community News and Events

Mental Health and Wellbeing Support Groups

TW shared leaflets and posters about various local support groups run by Southwark and Lambeth Mind: Women's forum at Cambridge House; Black & Minority Ethnic forum at Blackfriars Settlement; Open Minds at Cambridge House; Hearing Voices Group at Cambridge House. Plus if patients are feeling low, anxious or depressed they can self-refer for Talking Therapies by calling 020 3228 2194. If unsure of what to do and where to go then the Southwark Wellbeing Hub can help – call 020 3751 6984.

There is also a handy list of support available in the patient waiting areas and a Mental Health and Wellbeing notice board by the ground floor lift door.

Action: All to share leaflets and information in local community networks to help spread the word.

Southwark Stars

TW updated all on the Southwark Stars awards to celebrate people who make Southwark a better place by volunteering in our community. Call 020 7358 7250 for more information.

Park Run

WF reported that she completed the 5km run that happens every Saturday morning in Burgess Park with the Silverfit team. This is part of the national Park Run programme that happens every Saturday morning in lots of parks across the country. To find out more go to: <http://www.parkrun.org.uk/>.

5. Practice News

Staff Updates

- Dr Weale returns from maternity leave in April and Dr Darabi will be taking some time off before returning to cover some sessions in July.
- Our receptionist Ellie has started a nursing degree so will help out in non-term times.
- Medina has recently joined our reception team and is doing really well.
- Dr Brew and Dr Moshiri finished their GP placements with us in February and Dr Wuche and Dr Hughes have now joined us until August.
- Drs Weale, Aldridge and Hanson are joining the Villa Street partnership.
- Nurse trainees now have regular placements for 2-3 months at Villa Street and are mentored by Shaun and the team.

DC raised the issue of male/female GP mix and whether there was anyway of increasing the male GP input with more male GP trainees? TW acknowledged that more male GP hours would be good for both patients and clinicians and it is something we are aware of, however, trainees are allocated to us and we adhere to equal opportunities when employing new staff.

Wifi

There is now free wifi access for patients at Villa Street. This will hopefully help patients to register for online services at the practice. We are encouraging as many patients as possible to register for online access so that they can book and cancel appointments, order repeat prescriptions and check test results without having to telephone us or when we are closed.

Prescription Process Review

TW and HQ updated all on a recent meeting involving PPG, pharmacist, clinicians and admin reviewing the process for a patient requesting a prescription to picking up the medication from the pharmacist. The meeting was good to understand the different perspectives and highlighted a various areas that could be improved. A number of actions were agreed including updating messaging to patients that if a medication review is due then the prescription may not be signed off within 48 hours. The pharmacist agreed to ensure that any messages received via the electronic route would be given to patients eg your medication review is due before your next request. HQ reported that there needs to be a better system in place for informing patients when a prescription is rejected. TW will feed this back into the

review group. WF reported that she had a positive experience when picking up some medication that wasn't correct – she said that the pharmacist and clinician resolved the issue for her and she didn't feel caught in the middle. There is more to do however it was felt that the review is starting to make a difference.

Minor Eye Conditions Scheme (MECS)

TW shared information on the new 2 day service available at opticians for minor eye conditions such as red eye, sticky eye, watery eyes for patients to self-refer to instead of waiting to see a GP about non-urgent clinical issues. For more information see the leaflet in the waiting rooms. All felt this was a good idea as opticians are experts in eye conditions and if there was ever any doubt the opticians would refer patients to the appropriate next level of care – and it would free up more GP appointments for those that need them.

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 link in with community networks more to provide a 'holistic' care for local people. All agreed that Villa Street was very good at sharing community information and putting people in touch with local networks.

7. Patient Group Feedback

All feedback raised in above points.

8. AOB

TW raised that HQ has now been chairing the PPG for 4.5 years and at some point will want to step down so if anyone else is interested in becoming chair to let TW know.