

**Villa Street Medical Centre
Patient Participation Group (PPG)
27th June 2017 - 6.30 - 7.30 pm**

Present: Henry Quennell- Patient- PPG Chair
Shaun Heath – Nurse Practitioner
Tilly Wright- Practice Manager (minutes)
Daniel Carry – Patient
Philomena O’Gorman - Patient
Andreas Paraskevas – Patient
Tracey Crossfield – Patient
Neil Crossfield – Patient

1. Welcome and Introductions

2. Review of previous minutes and actions

CQC – full inspection report is now available to read <http://www.cqc.org.uk/>.

Community Info – All continue to share local information within their other networks – Church, tennant and resident associations, community groups.

3. PPG Development

HQ has decided to step down as PPG Chair after completing 4.5 years. TW thanked HQ for all of his support, advice and contributions: two CQC inspections; prescription process review; local patient survey; promoting the PPG at the baby clinic and various ad hoc meetings. PPG members thanked HQ for his input as it has been very much appreciated. Two members expressed an interest in knowing more about the role of PPG Chair. Andreas Paraskevas was nominated, seconded and has accepted the role of chair and will take over as of September 2017. Members agreed to support on specific tasks as required.

All reviewed the PPG terms of reference (TOR) and agreed that the TOR are still relevant but would benefit from some minor updates.

Action: AP and DC to discuss how to represent the practice at Southwark-wide Patient network events more regularly (see point 11).

Discussion about how to further develop the PPG. Ideas and outcomes to pursue when new chair in role:

- Patients to lead on roles as it is their group.
- Reception team to consider ways to promote the group to newly registering patients
- Suggested communication to reach wider audience – emails/texts.
- Target approach – consider patient population and who is under represented.
- Incentivise patients to come with specific events eg talks for carers, local community groups etc.
- Link up with other health providers and attend local community events – festivals.

4. Community News and Events

TW shared recent community news for PPG to share with their local networks:

- Support available for anyone affected by London Bridge & Borough Market attack. Call victim support on 0808 168 9111.
- Free short courses at Morley College for adults to improve their health and wellbeing. www.morleycollege.ac.uk/connect
- Various free workshops (bee keeping, gardening, yoga) at Walworth Garden www.walworthgarden.org.uk
- Health Visitor telephone advice for families with children under 5 (sleeping, weaning, immunisations, minor ailments) – call 020 3049 8166
- Various local jobs in primary care regularly advertised on the Southwark Primary Care job website www.southwarkprimarycarejobs.nhs.uk

5. Practice News

Group Consultations

SH updated all with progress on diabetic group consultations pilot taking place in July. The idea is to form a local support network for patients to learn from each other and share experiences with. Patients will be given results confidentially and then encouraged to discuss with the group, ask questions to build their confidence in self-management and set their own care-plans. We are already aware that we need to offer different times of day eg evening or early morning sessions.

Staff Updates

- We are in the process for recruiting for salaried GP's to start September. PPG asked if possible to increase male GP's at the practice but understood we follow an equal ops process plus if male GP's don't apply we can't appoint them.
- We are expanding our nursing team and have offered a position to our trainee nurse Heather, to start in September.
- We have had various short term changes on reception team and are looking to appoint two committed receptionists to start as soon as possible.

6. Southwark CCG and NHS news

Proposed changes on NHS prescriptions in Southwark

TW updated all that Southwark CCG are in a consultation phase of making changes to providing the following medications on prescription:

- Self-care medication for short-term minor illnesses/conditions and health supplements
- Malaria prevention medicines for travel
- Selected travel vaccines

Southwark residents are invited to complete a survey to inform the CCG what they think of the proposed changes. More information can be found here: <http://www.southwarkccg.nhs.uk/get-involved/Shaping-services/Pages/NHS-prescriptions-in-Southwark.aspx> or attend a meeting on 11 July, 5pm to 8pm at Walworth Methodist Church. The survey can be completed online here: <https://www.surveymonkey.com/r/ZB2BNDS> or a paper copy of the survey is available to complete at the practice.

PO has attended various Southwark-wide meetings and would like feedback from the organisers on any outcomes from the meetings.

Action: TW to raise with Southwark CCG and update at the next PPG.

7. 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 March 17 – May 17. All acknowledged the many positive comments. We reiterated that as a practice we are promoting 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 two negative comments. The group noted the practice responses and will monitor any trends.

8. Patient Group Feedback

Issue raised regarding no alert received by patients when online messages on patient access are sent by the practice – the message is only received if the patient logs in to check. Agreed an alert would be helpful.

Action: TC to raise with Patient Access and feedback.

Although reception team try to update patients if their appointments are running more than 15 minutes late, sometimes this gets missed if they are busy. Suggestion of putting a notice up in the waiting areas informing patients why some appointments may run late.

Action: TW to review idea with practice and update at next PPG.

PO asked how triage is working for urgent requests by patients. TW reported that no feedback / complaints received specifically regarding triage. Others felt it was generally a good experience as reported in the patient survey results.

8. AOB

AP commented that when visiting the practice recently he had been approached by a Healthwatch volunteer asking about the appointment system. He felt that the line of questioning was negative and he had not been comfortable answering the questions. TW noted this and commented that the reception team had also noticed another patient who has been registered at VSMC for years was also approached and had also reported the negative line of questioning. TW will feedback to HWS at an appropriate forum.

Next meeting planned for: Tuesday 26th September 2017 6.30 – 7.30pm