

East Street Patient Participation Group (PPG) Meeting Friday 17th January 2020

1. Introductions and Apologies

Present

Facilitator René Mehta (RM) Practice Manager, Sharon Costello (SC)
Reception Manager

Patients Jane Salmon (JS), Irene Payne (IP), Peter Wright (PW)

Apologies Bernard Bain, Sandra Pereira Brito, Richard Lee

2. Minutes and action from September 2019 meeting

Most action points completed. Follow up action needed on:

Walworth Living Room (WLR)–Not feasible to hold East St meetings there.

Agreed to explore having joint meetings at WLR with other practices. **ACTION**
Mailing list- contact patients again requesting response from those wishing to remain in the group **ACTION**

Identifying patients potentially interested in PPG and contacting them.
ACTION

Trial 15 minute appointments – GP'S consider not feasible currently

PPG leaflet – post on website and include in information pack for new patients
Translate into Spanish **ACTION**

3. Patient Feed back and involvement & 4. Patient Engagement

As these items were interrelated we discussed them together. Key points highlighted were:

Communications

We discussed different ways of contacting patients including very short messages at the end of texts from the Surgery e.g. following appointments,
ACTION

We also discussed potential group activities and events on health topics. Resources are needed for this and we agreed we could draw on professional expertise and interests within the Practice or NHS to organize a small patient event. We also felt that we should explore external resources available for health initiatives e.g. through Southwark Council, local voluntary sector, Guys and St Thomas's Charity. **ACTION**

Community links – with local organisations such as Pembroke House and Darwin Court - to see what they are offering on health, whether we can link into their activities and whether they have space which we can access for patients sessions. **ACTION**

Health events and activities could be organised with nearby GP practices
Potential topics – carers (particularly in respect of people with dementia), social prescribing, obesity, diabetes. GPs should be asked to identify any health issues within the practice which it would be useful to focus on. **ACTION**

Patient feed back

We felt that annual GP survey is of limited use, given the very small sample, and the fact that the feedback may not be from patients who have recently seen a GP. Agreed we need to look at other information alongside this. We reviewed data from Friends and Family Survey for 2019 which received 678 responses. 93% of

feedback was positive, although there were some negative comments. Need to know what proportion of the patients contacted who replied. Agreed to also look at complaints as another indicator of patient experiences. **ACTION**

5. PPG Terms of Reference

We agreed that our PPG should be called East Street Patients Group as NHS language, such as “participation group” could be off putting.

We agreed that the terms of reference should be amended to add a wider, more outward and community focus, and our aim to involve more patients.

Furthermore, they could also promote a wider knowledge of and interest in broader health matters. **ACTION**

6. Walworth Health Issues and Projects

IP reported on some new local projects with a health dimension.

Our Healthy Walworth – A Southwark Council initiative. We noted that the community survey had been completed and this included a number of health issues – asthma and air pollution, obesity and exercise. It was agreed that we should keep in touch with issues and initiatives coming from this project.

ACTION

Walworth Community Led Fund – A joint project being developed by Guys and St Thomas’s Charity and the Wellcome Trust. It is focusing on working age adults in Walworth with multiple long term conditions. Agreed that we should keep in touch with this project. **ACTION**

7. Open Surgery/ Emergency Clinic

RM informed the group that this service is being reviewed. It was intended to provide an ‘on the day service’ for patients with urgent medical needs which cannot be met through an advance booking system. This original purpose is being lost and it is being used by some patients as a more general service. This is leading to problems managing demand and patient expectations. The meeting strongly supported this much valued service which is well thought of. However, we accepted that it needs review.

The group supported a change of name to better highlight the nature of the service and favoured “Urgent” in the title rather than Emergency” which was felt to be too restrictive. RM noted that nurse John Baker has completed his training as an Advanced Nurse Practitioner (ANP). It was agreed that the use of such a qualified nurse to manage triage would help. Agreed to receive an update at the next meeting. **ACTION**

Date of next meeting 17th April

Agenda items – Complaints, Friends & Family data, Review of Open Surgery, NHS Partnerships in Southwark – what they provide for patients.