

Neighbourhood 4 Patient Participation Group Report

Tuesday, 28th March 2017

12:30-15:00

Forest Hill Methodist Church

Introduction

This report provides a summary of the key topics discussed by patients at the Lewisham Neighbourhood 4 Patient Participation Group (PPG) meeting, which took place on 28th March 2017 at Forest Hill Methodist Church. The workshop was organised in partnership with local GP practices, One Health Lewisham (the pan-Lewisham GP federation), and Lewisham Clinical Commissioning Group (LCCG).

Background

Neighbourhood level PPG meetings have been held since 2015 and have brought together clinicians, PPG members and Commissioners to share information about work that is happening nationally, regionally, and locally, and to obtain patients' views for consideration in future planning for Lewisham's Primary Care Services.

Lewisham CCG's refreshed Primary Care Development Strategy 2014 -16 aligns with national and regional strategies which view future collaboration as vital to ensure services are commissioned which meet the local population's needs. Lewisham GP practices have determined that they will collaborate through a borough-wide Federation, One Health Lewisham. The evolving role of Federations in delivering care was discussed in detail at a neighbourhood PPG meeting in September 2016. Further information about One Health Lewisham can be found at www.onehealthlewisham.co.uk.

At individual practice level, it is a core contractual requirement to involve and engage with patients and to have a Patient Participation Group (PPG). As a membership organisation made up of all 40 Lewisham practices, One Health Lewisham values the input of Lewisham patients and residents and will continue to seek this input through federated PPG meetings at a neighbourhood or a borough level.

The Meeting

Neighbourhood 4 Practices	
Bellingham Green Surgery	The Vale Medical Centre
The Jenner Practice	Wells Park Practice
Sydenham Green Group Practice	Woolstone Medical Centre
Sydenham Surgery	

The workshop was attended by 19 PPG representatives, along with eight members of staff from local practices, two members of staff from One Health Lewisham, and one member of staff from Lewisham CCG.

The aims of the meeting were:

- ▼ To provide PPG members information about the work currently being undertaken by stallholders including Healthwatch Lewisham, AgeUK, local Mental Health services, and Health Checks;
- ▼ To update patients about how GPs in Lewisham are working together to deliver better care;
- ▼ To provide patients with information about the new GP Extended Access service pilot;
- ▼ To ask for patient input on how access to GP services in Lewisham could be improved, with a particular emphasis on how patients felt IT and innovative ideas could be used to improve access to primary care.

The outcomes were:

- ▼ Sharing of information about the work currently being undertaken by stallholders including Healthwatch Lewisham, AgeUK, local Mental Health services, and Health Checks and an opportunity for PPG members to ask questions about this work;
- ▼ Engagement with PPG members about plans to introduce a GP Extended Access Service based at University Hospital Lewisham;
- ▼ Engagement with PPG members about video consulting and input from PPG members about other innovative ideas for accessing general practice;
- ▼ Information about Clinical Pharmacists in General Practice was shared with attendees and PPG members completed surveys on their views;
- ▼ Event evaluation will be used to inform content and activities at future events.

Stallholders Event

Following the successful Stallholder Event at the last Neighbourhood 4 PPG event, Jean Yull, the Practice Manager of the Vale Medical Centre organised a Stallholder Event allowing participants to learn more about local initiatives. Stallholders spoke to participants about the work done by their organisations, gave out leaflets with information and further resources, and provided participants with a short introduction to initiatives such as the SAIL referral scheme run by Age UK and Healthwatch Lewisham's new online

Feedback Centre. Thanks are due to Jean for her hard work in organising this event and to all the stallholders who attended.

Summary of Discussions

There were two key areas of discussion: attendees' views on the new GP Extended Access service pilot, and attendees' input on IT and Innovation.

GP EXTENDED ACCESS	
WHAT ATTENDEES WERE CONCERNED ABOUT:	WHAT ATTENDEES WERE PLEASED ABOUT:
<ul style="list-style-type: none"> ▼ Some patients may have a long way to travel to access this service; ▼ Parking at UHL is an issue, especially for people with mobility issues, and it is unclear whether Dial-a-Ride would categorise these appointments as primary care or secondary care; ▼ There are both local and national issues with regards to the recruitment of GPs and nurses and existing staff are already very stretched; ▼ This may lead to duplication, for example with Connect Care; ▼ There has not been adequate information about this shared with PPGs at a point where the service was in development. Attendees proposed that there be a named individual at Lewisham CCG responsible for engaging with PPGs; ▼ Attendees felt that insufficient consideration had been given to the additional workload this service could potentially generate for practices; ▼ How will the pilot be evaluated? 	<ul style="list-style-type: none"> ▼ This could be of benefit to working-age people; ▼ This could free up some capacity in other parts of the service; ▼ GPs will be able to give the same service—for example, referrals—as in a practice; ▼ This will provide patients with a better experience than attending a walk-in clinic, as waiting times will be shorter and the GP will have access to a patient's record.

IT AND INNOVATION	
WHAT ATTENDEES WERE CONCERNED ABOUT:	WHAT ATTENDEES WERE PLEASED ABOUT:
<ul style="list-style-type: none"> ▼ There has been a lot of top-down pressure for GPs to do things differently in terms of 	<ul style="list-style-type: none"> ▼ This could improve access for a wide range of people, including working people, those

<p>IT– for example, WiFi in practice waiting rooms;</p> <ul style="list-style-type: none"> ▼ There needs to be adequate consultation with patients and PPGs; ▼ This will not be suitable for everyone, including those who are not IT literate, those who do not speak English, and those with certain impairments; ▼ Could the money that is funding this be better used elsewhere? ▼ Consideration needs to be given to those who could be excluded and people should not be penalised if they do not want to use these services; 	<p>with mobility issues, and people with dementia, if video consultation could be extended to give access to people in their own homes.</p>
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Evaluation of the Event

Participants used interactive voting equipment to give real-time feedback on the event, its overall usefulness, content, and the activities. Full on-screen results are attached at Appendix 1 and a summary is shown below:

- ▼ 82% of attendees recorded that they found the event either “very helpful” or “slightly helpful”;
- ▼ 22% rated the activities and discussions as “excellent”, 33% as “good”, and 39% as “acceptable”;
- ▼ 44% of attendees rated the presentations as “excellent” and a further 22% as “good”.

The event was closed with thanks to participants and presenters and PPG members were advised that the event report would be sent to the practices to circulate.

Appendix 1: Presentation



Neighbourhood 4 PPG Meeting
Tuesday 28th March 2017

Aims For Today

- ▼ To update you about how GPs in Lewisham are working together to deliver better care to patients;
- ▼ To provide you with information about the new GP Extended Access service;
- ▼ To ask for your input on how access to GP services in Lewisham could be improved.

Health Challenges in Lewisham

- ▼ The NHS is under pressure.
- ▼ This means we have to use the resources we have in the very best way possible.
- ▼ We need to consider new ways of GPs collaborating and working together.
- ▼ By working together and sharing expertise and resources, we can provide improved, accessible, co-ordinated services that our patients have told us they need.

Neighbourhood Four

● Neighbourhood 4 Practices

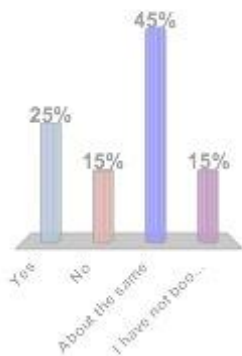
- 37 Jenner Practice
- 38 Sydenham Green Group Practice
- 39 Woodstone Medical Centre
- 40 Sydenham Surgery
- 41 Wells Park Practice
- 42 Bellingham Green Surgery
- 43 Vale Medical Centre



Your views

In the last 12 months has it got easier to get through to your GP Practice on the phone?

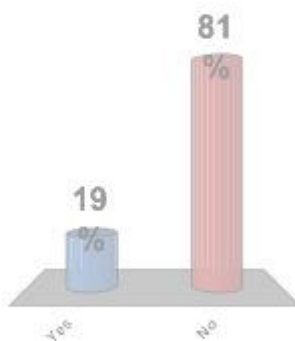
- A. Yes
- B. No
- C. About the same
- D. I have not booked on the phone



Your views

Have you needed a GP appointment outside 8am – 6.30pm (usual opening hours) in the last year?

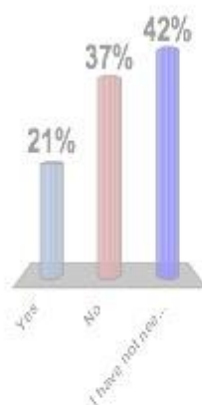
- A. Yes
- B. No



Your views

In the last 12 months have there been times when you could not get an urgent appointment or health advice when you needed it ?

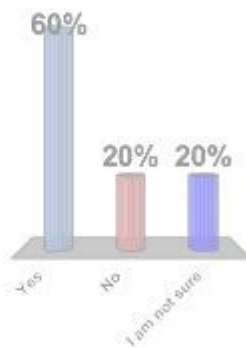
- A. Yes
- B. No
- C. I have not needed an urgent appointment or advice



Your views

If your own GP Practice was unable to give you an appointment but could book you one at a nearby location would you use this option?

- A. Yes
- B. No
- C. I am not sure



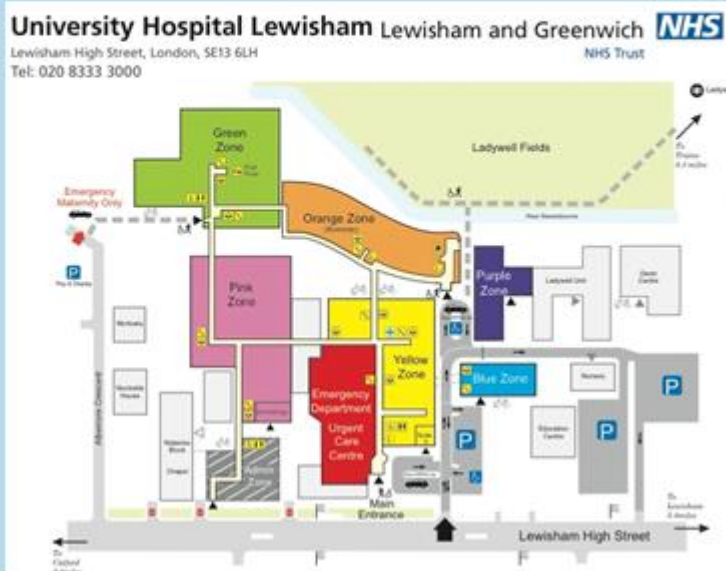
GP Extended Access

- ▼ The GP Extended Access Service will provide patients with improved access to GP appointments, not hospital services.
- ▼ An appointment at the GP Extended Access service will be just like an appointment in a patient's own practice.
- ▼ This is not a walk-in service and will provide booked appointments only.

GP Extended Access

- ▼ There will soon be more GP appointments available in Lewisham
- ▼ The new GP Extended Access service will be situated in the main entrance of University Hospital Lewisham, located adjacent to the Urgent Care Centre
- ▼ The service will be open 8am-8pm, seven days a week
- ▼ The service will be available from April 2017

GP Extended Access



IT and Innovation

- ▶ We know that a whole range of patients already use IT to book appointments, access their own records, and order repeat prescriptions online.
- ▶ We are looking at other ways that we can use IT to make it easier for patients to get access to GP services



IT and Innovation

- ▶ The GP Extended Access Service will make additional appointments available via video consultations



IT and Innovation

Your Views:

- ▶ We'd like your views on IT and Innovation in General Practice in Lewisham.
- ▶ How can we use IT to give patients better access to GP services?
- ▶ What innovative ideas would you like to see in Lewisham?
- ▶ Do you have any questions, comments, or concerns?

Activities

- ▼ In your groups, please consider the scenarios you have been given.
- ▼ Which of these patients do you feel would benefit from an appointment at the GP Extended Access service?
- ▼ Which patients do you feel would benefit from a video consultation?
- ▼ Which patients do you feel would be best served by an appointment at their usual practice?

Clinical Pharmacists in General Practice

Increasing access to a range of clinicians:

- ▼ In July 2015, NHS England launched a pilot scheme to support clinical pharmacists working in general practice in patient-facing roles
- ▼ Pharmacists work as part of the practice team to resolve day-to-day medicine issues, and to consult with and treat patients directly
- ▼ We believe that involvement in this scheme would allow patients to access care more easily and to benefit from shorter waiting times

Clinical Pharmacists in General Practice

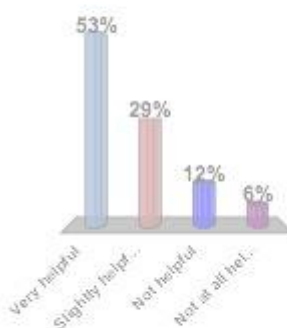
Your Views:

- ▼ We want to ensure that clinical pharmacists are of maximum benefit to patients
- ▼ You should have a survey asking you some brief questions about your views on clinical pharmacists
- ▼ We would be grateful if you could complete this survey to make sure we have your needs in mind

Event evaluation

Overall, how helpful was today's event?

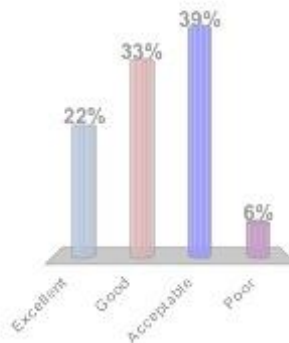
- A. Very helpful
- B. Slightly helpful
- C. Not helpful
- D. Not at all helpful



Event evaluation

How would you rate the activity sessions?

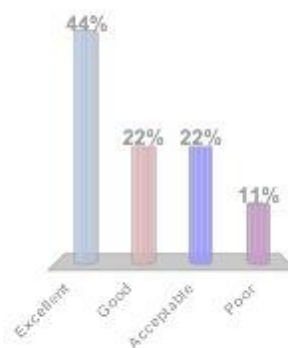
- A. Excellent
- B. Good
- C. Acceptable
- D. Poor



Event evaluation

How would you rate the presentations?

- A. Excellent
- B. Good
- C. Acceptable
- D. Poor



Thank you for your time

- ▼ Next Steps – considering your feedback for Primary Care Extended Access and Clinical Pharmacists
- ▼ Providing a report on today's event for the Neighbourhood
- ▼ In the Autumn there will be a pan-Lewisham PPG, giving you a chance to meet PPG members from other neighbourhoods. What would you like to see at this event?