



Vassall Medical Centre  
A D 2 2 0 1 1 W S Q I C O J C S U F L S

# Patient Participation Group Report 2013/14

Vassall Medical Centre is a partnership practice which presently comprises two partners and three salaried GP's with three practice nurses. As well as face to face appointments we also offer telephone consultations and the ability to book appointments and order repeat prescriptions online.

The surgery presently operates the following hours:

Surgery opening times are - Monday to Friday 07:00 to 18:30

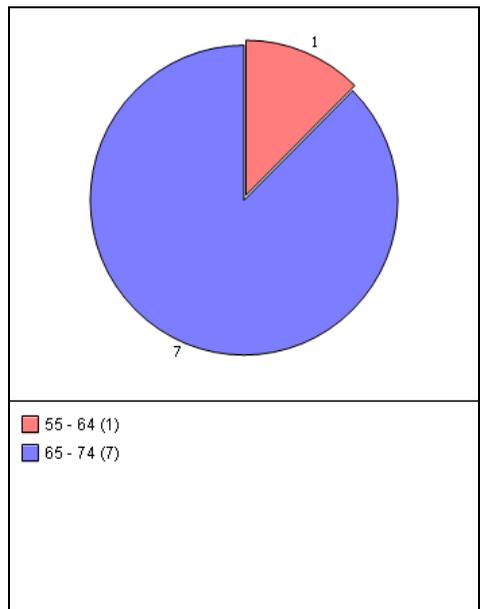
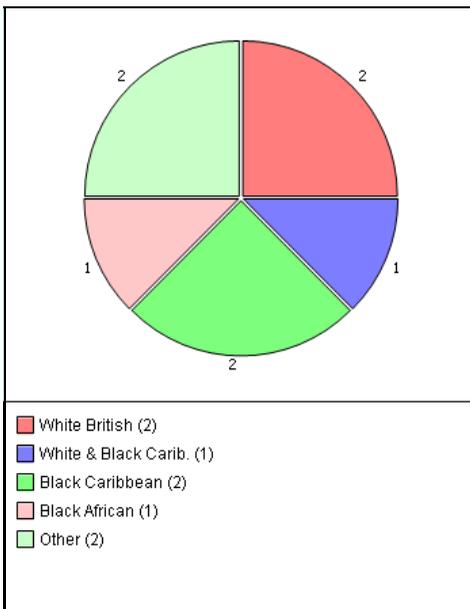
The patient participation group at Vassall Medical Centre presently has 8 members has the following demographics:

Attendance

Gender

Ethnicity

Age



During year three we have sought to recruit more members (ideally younger) to the group but have still had difficulty in raising interest. We have actively advertised the meetings within the waiting area in terms of posters, on our patient calling system and on our front door as well as having leaflets on display in reception. Details of the group are available on our website and the next meeting is always advertised via the news stream on the home page. During our open day we publicised the group and how those present could get involved. The geographic location of the surgery has quite a diverse range of ethnicities and based on this we presently feel that the group is as representative as possible. In the coming year we will continue to actively attempt to recruit younger members as well as other minority groups including people where their first language is not English.

During the course of 2013/14 the group met four times, 13th May, 16th September, 4th December & 20th February (*minutes of these meeting will follow*). During the May meeting it was agreed to hold an open day based around healthier eating for children in association with the Ready, Steady, Go programme which occurred on 29th June 2013 (*details below from our website*).

*“On the 29th of June we had our second open day, this time with an emphasis on healthier, happier children. The day started with introductions from Beera Patel the practice manager, Himanshu Patel GP Partner, Wai Ha Lam from Health Watch Lambeth and Cheryl Duncan from the Ready, Steady, Go programme.*



*Cheryl Duncan then went on to talk about the options for healthier living and eating a healthier diet and also eating a healthier diet on a budget, the talk was well received by all concerned.*

*Afterwards many of the attendees stayed to talk to Cheryl, Wai Ha and Beera about the event and also about joining the patient participation group.”*

*(Example of poster to publicise meetings)*

Vassall Medical Centre  
A D Z Z O I I W S Q I C O I C S U F L S

## ***Patient Participation Group***

### ***NEXT MEETING***

***Thursday 20th February at 5:15pm***

The practice has successfully established a Patient Participation Group (PPG).

The objectives of the patient group is to contribute towards the continuous improvement of healthcare they receive, improve communication between the practice and its patients and also give patients a perspective on services provided by the practice.

If you would like to join the group you can fill out a form available from reception or just turn up at the next meeting, all are welcome.

*(Example of leaflet to publicise group)*

Vassall Medical Centre

## *Patient Participation Group*

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If you would like to join the group you can fill out the form on the reverse of this flyer and we will inform you when the next meeting will be.

*(Example of leaflet to publicise open day)*



**VASSALL MEDICAL CENTRE &  
VASSALL MC PATIENT PARTICIPATION  
GROUP**

**Invites you to our**

**OPEN DAY  
HEALTHIER, HAPPIER CHILDREN**

**SATURDAY 29TH JUNE**

**10.30 AM – 12.30 PM**

**VASSALL MEDICAL CENTRE, 89 VASSALL ROAD, SW9 6NA**

**Come and find out about**

**Food labels and  
nutrition value**



Heard about this  
programme?

Come find out!



**Healthy  
eating on  
a budget**



**Living a healthier  
and happier lifestyle**

**Supported by**

**Ready Steady Go!**

**FOR MORE INFORMATION CONTACT: VASSALL MEDICAL CENTRE ON 020 7793 3100**

The following is the minutes from each meeting held during 2013/14 (for reasons of privacy the names of PPG members have been anonymised):

## **Minutes of Meeting held on Monday 13th May 2013**

Present: PPG Member 2  
PPG Member 3  
Beera Patel — Practice Manager  
Gwen Ayre — Practice Nurse  
Grant—IT staff  
Chris Elliot — Ready Steady Go  
Wai Ha Lam — Healthwatch Lambeth  
Apologies: PPG Member 1  
PPG Member 4

### **Open day**

Beera welcomed Chris to the meeting and explained that the purpose of this meeting was to discuss the arrangement for the open day on child obesity. She introduced Chris from Ready Steady Go and invited him to explain more about the programme. Chris thanked the practice for inviting him and have explained that they are very keen to work with GP practices for the programme but getting referrals from GP still needs a lot of development. He explained that the programme has been commissioned by the NHS, details of programme:

- It will work with 4-12 years old children; divided into two age groups of 4-6 and 7-12;
- It is run by the Lambeth Sports Team to encourage physical activities
- The programme will run in Jan, April and Sept;
- 10 week programme aims for whole family lifestyle change
- The programme has 3 levels:
  - o Level 1 — training and information
  - o Level 2 — targeted intervention
  - o Level 3 — for children with BMI 98+

### **Open Day arrangement**

Date: Saturday morning, 29th June

Practice — introduction and aim for the open day

PPG — about role of PPG and why people should join

Ready Steady Go — introduction of the programme and the workshops to follow

Workshops:

- Healthy Eating on budget
- Food labels and nutrition

Chris will bring information and leaflets of their programme to the open day

Wai Ha will work on publicity leaflet for the open day

Beera suggested contacting Herne Hill Road and Corner Surgery practices to see whether they would like to join the event.

## Minutes of Meeting held on Monday 16<sup>th</sup> Sep 2013

**Present:** PPG Member 1, PPG Member 2, PPG Member 3, Beera Patel - Practice Manager

### **Open Day Feedback**

Discussed Open Day which was held by the PPG on 29<sup>th</sup> June 2013. Received positive feedback from the members and all patients who attended. Thanked all the members who helped and supported to make it a success. More details and photographs of the Open Day on the Practice Website.

Discussed Healthwatch the new name for Lambeth Link. Patient 2 pointed out that the structure of Health watch is very complex and it is very slow in its formation. He encouraged other members to get involved with Healthwatch.

Lambeth Healthwatch Debate is taking place on various dates and urged members to attend the meeting as they are very informative.

Care Quality Commission (CQC) who is the inspecting body for Primary and Secondary Care would like to recruit PPG members when inspecting GP Practices. Patient 2 informed that he would like to be involved if we have a CQC visit. Discussed the role of CQC and the benefits of having an inspection.

It was agreed by those attending the meeting that all future meetings we should alternate the day and time. This would encourage other members to attend. All meetings now will be held every 3 months.

Date of the next meeting is 4<sup>th</sup> Dec 2013 @ 5pm

# Minutes of Meeting held on Wednesday 4<sup>th</sup> Dec 2013

Present – PPG Member 1, PPG Member 2, PPG Member 3, Grant Griffiths (Vassall Medical Centre), Waiha Lam (Lambeth Health Watch)

Grant welcomed everyone and thanked them for coming to the meeting.

Patient 2 raised the issue of the CQC and asked if we had been visited? Grant replied that we had not as yet been visited and that we were registered with them since April as this is now a legal requirement. Grant also explained that we were registered under several regulated activities. We could expect a visit at any time with the CQC normally providing 48 hours notice to us. Patient 2 asked what specifically these activities were and Grant replied that we would inform the group via the minutes that will be sent out. Waiha Lam added that the CQC like practices to advertise the fact that they would be visiting and also meet members of the PPG as well as other patients.

Waiha also made the point about better advertised complaints procedures and that this was an issue for practices across Lambeth, everyone in agreement on this point and that it would be nice to have more visibility in general about PPG etc. through posters in reception and website. A PPG suggestion box was also mentioned. Grant will take these comments back to the practice to be discussed.

Patient 2 enquired about opening times as he was informed by reception that the surgery would be closing for a period of time one day a week during the day, he expressed concern as this seemed not to be publicised, Grant replied that this seemed odd as we have no plans for a regular closure though it is true that we have had some staff training sessions recently. These were advertised with as much notice as possible. Grant also went on to explain about the difference between actual opening times and surgery times, while doctors were not seeing patients they were completing their paperwork.

Waiha discussed the Lambeth Warm & Well In Winter project which aims to better inform and provide advice to over 65's about keeping warm and well during the colder months. Funding is available for the practice of £250 to cover administration costs and encouraged the practice to sign up for this with a view to running an event in January for the more vulnerable over 65's on our practice list. Grant agreed that he would discuss this with Beera the next day and then contact Waiha to confirm details. Patient 2 added that it would be useful to put up details about the Warm & Well project in local residential homes.

Grant added that Lambeth are also running a “Lambeth Snow Wardens Scheme” where local

people can volunteer to help keep their streets clear in the event of snow, details about the scheme will be sent out with the minutes.

Patient 2 was enquiring about practice boundaries as he believed that patients could now register where they like. Grant explained that we do have a boundary as do all practices and that these boundaries are in place because we need to set out an area we feel we can service properly i.e. home visits. Registrations outside of these boundaries are at the doctors discretion. Waiha explained that there is a pilot project still running on this and has yet to report back.

Waiha discussed the securing of PPG Network funding from the CCG. The CCG are now in the process of setting up a locality team. The funding will help cover the costs of those staff that are recruited from practices who can then invoice accordingly for loss of time at their practice. Funding available is £30,000 for year 1 but as we have only 1 quarter left of this year the full amount will probably not be available. For the subsequent years 2014/15 & 2015/16 the funding would be £60,000 per year.

Grant asked the group to look through last year's survey and asked them for their comments and suggestions as we are putting together a survey for the beginning of next year.

Suggestions were:-

Ask about our appointment system and how able patients felt they can get an appointment

How aware are patients of our telephone triage system and their thoughts on this

If we are asking for ethnicity then we should ask gender and age and that we should alter our ethnic categorisations

These were noted and agreed to form the basis of a new survey.

# Minutes of Meeting held on Thursday 20<sup>th</sup> Feb 2014

ATTENDANCE at MEETING

Grant – IT Administrator

Lisa – receptionist/secretary

PPG Member 1

PPG Member 3

PPG Member 4

PPG Member 5

PPG Member 6

Agenda given out to all in attendance:

Send their apologies

Practice Manager Mrs. B Patel

PPG Member 2

Review of minutes

## **Results of Survey**

Positive feedback, lack of awareness of booking appointments on-line, need to publicize this more.

PPG4 - had a query with ageism, a lot of elderly may not use that service for appointments.

GG - pointed out that a select number is allocated out of 20 appointments, only 3 are made available on-line. This service is only available for the doctors not the nurse as certain appointments require double appointments e.g. diabetic checks etc.

PPG6 - would like to know what services are available at Akerman for us at Vassall Medical Centre. There is Podiatry etc. which patients can self-refer and exercise classes referral.

PPG4 - Akerman provide the same service when originally Myatts Field

Surgery.

GG- will find out what services are available at Akerman.

GG- PPG meeting will be on 5.3.14 at Brixton Road. They are wanting patients feedback, allowing other patient representatives and active groups to bounce ideas from each other.

Money available by clinical group for the CCG Legal Framework. This will be discussed at the meeting.

PPG1 - St Thomas' were given money by Primary Care, half to Southwark and half to Lambeth. Information about that will also be discussed so would be good to attend this meeting and discuss how best to use that and how CCG will be using that money.

GG- Training will be provided for PPG members on how to run more effectively. Talk to other members who attend. PPG's are to help not lead. Members are to take more control and we are to provide the facilities and publicise this freely. It would be good if members are demanding and proactive.

PPG4 - Said they have been proactive in the past but the 6 original members went down to just 3.

PPG5 - Thought that St Thomas' have access to our records which they do not.

PPG6 - Is there communication between the two hospitals as some do not provide certain services.

PPG1 - Need new ideas means getting to the meetings.

GG - if one could at least attend there would be feedback on the next PPG meeting.

PPG4 - PCG commissioning, where are we going?

Business Case Draft version 4-. Desired outcome, need a detailed feedback

how it all works.

PPG1 - Saying if people attended these meetings they would meet certain people of the board and get to know them and have a fact to face with them.

GG - encourages one to attend. Will let Waiha know that people will be attending at the Lambeth Accord at 6pm.. A questionnaire feedback form will be discussed on the 5.3.14.

GG - On-line consultations on skype.

Tele triage – details taken down and doctor will call back and patient will be assessed by phone.

PPG1 - commented on the questionnaire. Does practice offer evenings and weekends, what's the average wait. Feels they unreasonable questions

GG - will let Waiha know how the group feels about the certain questions, feels they are misleading and only the practice can answer them.

PPG6 - mentioned that there are different nationalities with different laws within National Health. People from different countries to be informed of how things work over here. How to get reimbursed with money from medication from another country e.g.

PPG5 - Hospital referrals, was informed that he has only 2 choices of where to be referred being kings or st thomas'. He thought that he had a choice where to be referred e.g. Brompton etc was told no by GP unless private.

PPG3 - If a hospital don't provide certain things they will send you to a hospital who do.

PPG6 - Says that on TV it encourages us to be cancer aware and so scares people especially those of a certain age. But MM feels there is a contradiction with doctors and dismissing their concerns.

PPG3 - agreed saying there are mixed messages.

GG - Survey will be on our website.

PPG6 - Wants to know if can have access to her medical records on line.

GG - Says on the cards, maybe at the end of March.

PPG6 - Feels it would be useful to view ones BP checks and can monitor the history.

# Survey Results - Appointment System

Number of Responses: **167**

## What would you describe your ethnicity as?

White British Group 41%

White Irish 1%

Mixed White & Black Caribbean 9%

Mixed White & Black African 1%

Mixed White & Asian 1%

Asian or Asian British - Indian 0%

Asian or Asian British - Pakistani 0%

Asian or Asian British - Bangladeshi 0%

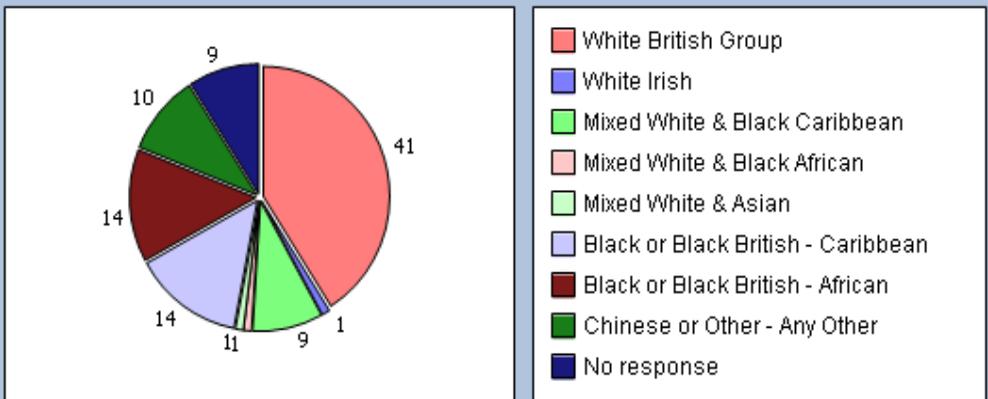
Black or Black British - Caribbean 14%

Black or Black British - African 14%

Chinese or Other - Chinese 0%

Chinese or Other - Any Other 10%

No response 9%

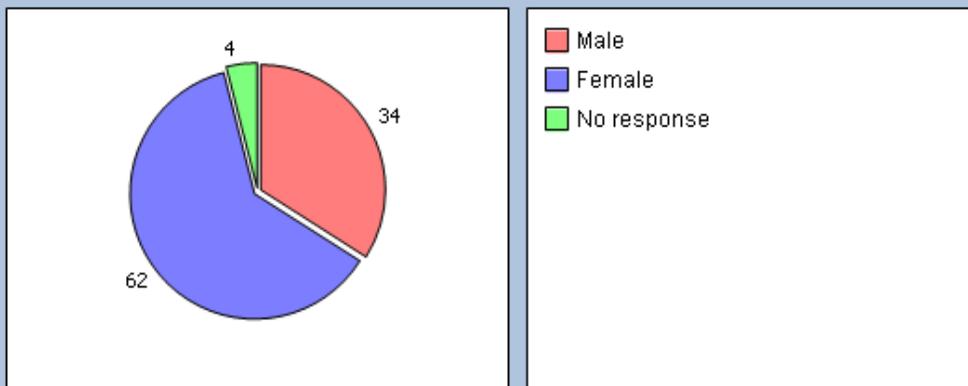


## Your Gender

Male 34%

Female 62%

No response 4%



## Which age do you fall into?

Under 16 1%

25 - 34 32%

45 - 54 20%

65 - 74 1%

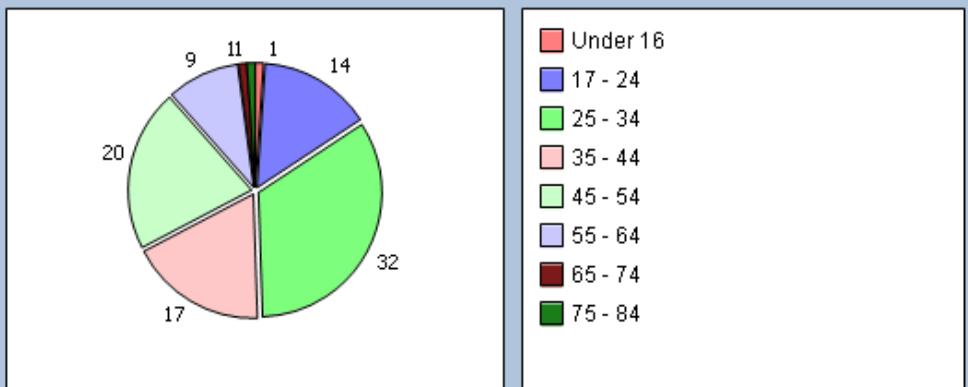
Over 84 0%

17 - 24 14%

35 - 44 17%

55 - 64 9%

75 - 84 1%



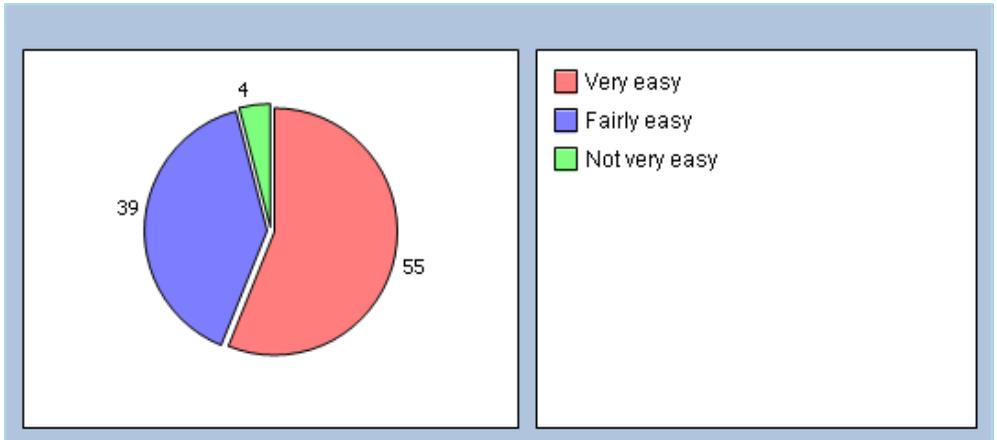
## How easy do you find it to get an appointment?

Very easy 55%

Fairly easy 39%

Not very easy 4%

Not at all 0%

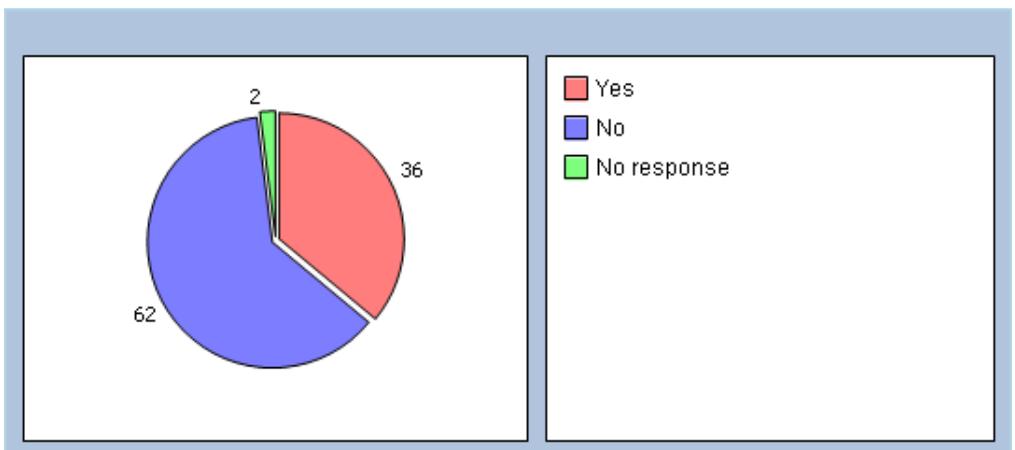


## Are you aware that you can book appointments online? (If you would like to register for this service; you can download a form from the website or speak to our receptionists)

Yes 36%

No 62%

No response 2%

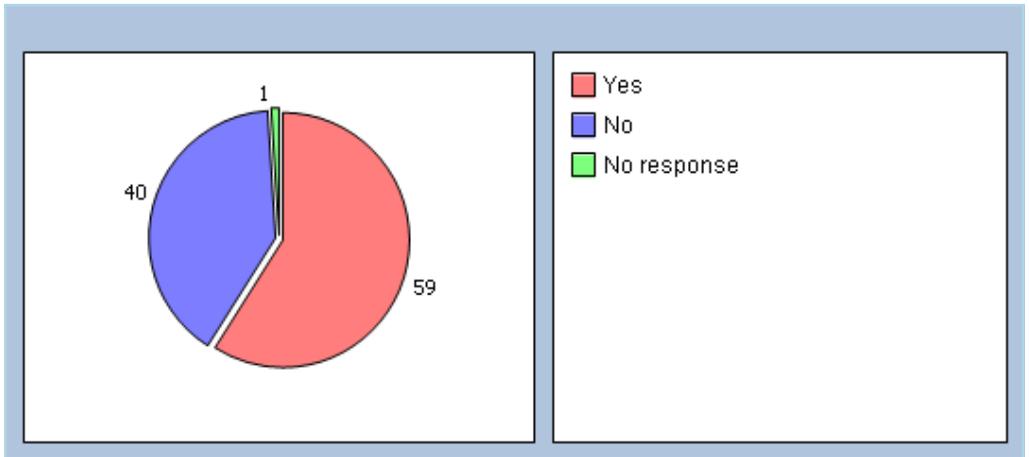


**Are you aware that we offer telephone consultations in addition to face to face appointments?**

Yes 59%

No 40%

No response 1%



**Is there anything you would like to comment on with regard to our appointment system and your experiences of using it?**

A good telephone manner and a good service

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At the moment everything is fine.

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Consultations could last a bit longer

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Difficult to find appointment outside work hours (8-6)

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Everything easy but some is different

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Excellent

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Excellent staff, very helpful and polite.

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Generally very good experience, efficient, friendly. Text message reminder is very helpful.

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Good

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Great

Great customer survey

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Great reception staff

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Happy with service

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Having only recently signed up at the Vassal Road Medical practice, I have so far only ever needed to book two appointments. Both were very easy and straightforward to book, I booked them directly with you. Your receptionist Mae was a delight to deal with in arranging for the appointments, practice nurse Gwen was equally wonderful during my appointments. Thank you.

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I am satisfied with everything, thanks.

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I have found you extremely accommodating in giving me appointments and really appreciate it!

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I have no issue with the appointment process, my issue is with the doctors. They make too many assumptions and generally have to visit the hospital to be seen. Also it is impossible to get a referral to a specialist.

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I just would like to say that I am quiet pleased with all staff

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I personally prefer appointment is more over the phone

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Is good system

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It is excellent that you offer morning (early) and after 5pm appts, but it seems they are hard to book.

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It is very good

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It is very good and appointments can be made within a couple of days.

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It takes a long time to see a specific doctor. My son has a rare and complex medical condition so it is important we see someone who knows & understands his condition, hence we try to see the same doctor each time which often involves a long wait.

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It takes to long sometimes to get an appointment. Patients need to see a doctor when they need to so that their treatment and relationship with the centre is effective.

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It was good when the touch screen system was working to register arrival for your appointment, avoids having to wait for a free receptionist. Can it be fixed? Friendly reception staff.

It would be good to have an emergency appointment the same day.

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It's really good

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Just very helpful

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Keep on doing what your doing. You are great

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My past experience has been wonderful and happy to use the service and be a patient of this practice. Keep up the good work please.

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Never had any problems

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No

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No I have found it easy to get an appointment whenever needed.

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No issues

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No much comment as I use occasionally the service. I haven't faced a problem yet.

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No problems

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No problems with all the above. Staff helpful

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No! It's fine!

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No, excellent service

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No, I find all the staff kind and helpful

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No, staff were very helpful

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No, thank you.

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None

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None at the moment

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None, 1st time patient

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Not really

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Not today

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Overall it's good. Got appointment today at short notice!

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Reception staff are always very polite

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Reception very lovely

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Receptionists are always nice and welcoming e.g. phone

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Receptionists very helpful but I do struggle to get appointments that fit around work.

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Satisfactory

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Seats in waiting area appear unhygienic and therefore do not feel comfortable to sit on - may take home more germs than I came in with.

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Seen quickly and good service

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So far very positive and good service. Thankyou

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Staff very good and pleasant

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Staff very helpful

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Tell patient.co.uk to release an app for tablets

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Very friendly staff

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Very good - seems efficient

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Very good customer service with a smile

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Very good practice. Receptionists very friendly and the doctors are very positive and caring on all levels.

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Very good service

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Very happy making appointments. Found it no trouble. Very happy I can make it at 7:30am

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Your appointment system is only during the morning time...what about evenings? Thanks

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Agreed Action Plan -

<b><u>Item</u></b>	<b><u>Deadline</u></b>
Advertise Online Patient Access prominently in reception	31/3/2014
Switch on medical record viewer/messaging	31/3/2014
Investigate & advertise services available at Akerman Health Ctr	1/05/2014
Information for different nationalities registered when travelling to Europe and claiming costs	01/05/2014
Suggestions Box & PPG Comments Box	31/3/2014

## Signing Up For Our Patient Reference Group

If you are happy for us to contact you periodically by email please leave your details below and hand this form in at reception.

Name: \_\_\_\_\_

Email Address: \_\_\_\_\_

Telephone: \_\_\_\_\_

Postcode: \_\_\_\_\_

The information below will help to make sure that we receive feedback from a representative sample of the patients registered at this practice.

**Your Gender:** Male  Female

**Your Age:** Under 16  17 – 24  25 – 34   
35 – 44  45 – 54  55 – 64   
65 – 74  75 – 84  Over 84

**The ethnic background with which you most closely identify is:**

**White** British Group  Irish

**Mixed** White & Black Caribbean  White & Asian   
White & Black African

**Asian or Asian British** Indian  Bangladeshi  Pakistani

**Black or Black British** Caribbean  African

**Chinese or Other** Chinese  Any Other

**How would you describe how often you come to the practice?**

Regularly  Occasionally  Very rarely

**Please note that we will not respond to any medical information or questions received through the survey.**

The information you supply us will be used lawfully, in accordance with the Data Protection Act 1998. The Data Protection Act 1998 gives you the right to know what information is held about you, and sets out rules to make sure that this information is handled properly.