

**STREATHAM COMMON PRACTICE  
Patient Group**

**Notes of Meeting held on Wednesday, 20<sup>th</sup> July, 2016**

**Those Present:** Elaine Richmond, Practice Manager, Jenni Rodgers, Chair and nine other members. Two members from the Streatham PPG Network were also invited and the guest speaker was Antoinette Scott from the Clinical Commissioning Group.

**Welcome and Apologies:**

Chair welcomed Elaine, Antoinette and all patients who were present at the meeting and introductions were made.

Three apologies for absence were received .

**Next Meeting:** Saturday, 24<sup>th</sup> September at 10 am

**Notes from last Meeting** were read and approved

First on the agenda for this meeting was a presentation by Antoinette Scott outlining the NHS finances which will be sent under separate cover.

**Chair's Report:**

**6<sup>th</sup> July**

Chair attended the public CCG meeting at which it was suggested that perhaps as a recognition of all patient group chairs, they could be issued with an official NHS Co-Worker ID badge. This will be discussed with Una Dalton, Director of Governance and Development at a later date.

**8<sup>th</sup> July**

Chair met with GSTT staff at their Roadshow in Gracefield Gardens. They are keen that all patients be made aware that they can access their Falls and Balance classes as an early prevention measure and not just when they actually start falling.

A visit was also made on this day to the Vida Walsh Centre and observed the support that the group from AgeUK provide. The session for that day was the IT (mobile phones and tablets) support in the morning and an art class in the afternoon.

**12<sup>th</sup> July**

Chair attended the Southwark and Lambeth Strategic Partnership meeting 'Developing a Citizen Movement' which proved to be an extremely interesting and useful networking opportunity. There was an obvious commitment from everyone to reach out to, and efficiently link up with all communities, in order to educate and inform patients on how to look after themselves and learn to use all the current resources and those that will become available in the future. The main message of the evening was we should reduce barriers and recognise that all volunteers are the vital links in this process.

**14<sup>th</sup> July**

The Streatham PPG Network held their meeting this morning where we were told that the Gracefield Gardens medical hub now gets fully booked on a regular basis.

It was agreed they would like to hold another Macmillan Coffee morning on Friday 30<sup>th</sup> September

and chair will confirm if the Baldry Gardens meeting room will be available for this event.

### **16<sup>th</sup> July**

Members of the Board of the Lambeth PPG Network attended the Lambeth Country Show in Brockwell Park (and wore specially printed T-shirts) to survey the public on how much they knew about the PPG movement in general and their own practice PPG in particular. It was agreed that a lot more publicity was needed to improve the public's awareness.

### **20<sup>th</sup> July**

Chair attended the South West Locality Development meeting in Gracefield Gardens and heard progress reports from clinicians and health organisations within our section of the borough.

It was agreed that more information was needed to find out where all the community health groups were, how to reach out and engage with them and to monitor previous work that had already been done.

Will Nicholson made a presentation on a new project funded by GSTT and housed in Canterbury House, opposite St Thomas' hospital. Will explained that he wanted to bring together people and exciting new ideas using technical resources in order to innovatively improve NHS services. Its remit is to move forward: create good opportunities: join up what already exists: manage how patients can access all new information using connectivity and joint partnership. Chair has accepted Will's invitation to take part in this scheme to ensure that Patient Groups are involved.

Another presentation was by AgeUK on its Befriending Scheme. AgeUK are always needing more members of the 25-39 age range of public to volunteer to help the vulnerable over 55 year old adults in our community to prevent them from feeling so isolated. The volunteers will go through a matching and introduction process after all the usual safeguarding checks have been done

. They will then be asked to spend one hour a week with their 'friend'. Clients or their carers can make an application for a 'Befriender' through the SAIL (Lambeth Safe and Independent Living) questionnaire which is available on request from the practice.

### **Practice Report:**

#### Friends and Family Test results

May 2016 – 73 responses – 89% of which would recommend our services.

June 2016 – 88 responses – 93% of which would recommend our services.

#### Patients who booked an appointment and failed to attend without cancelling

April 2016 – 271

May 2016 – 263

June 2016 – 294

#### Patient Participation Group Listening Scheme

The Co-Chairs will meet with Elaine within the next month to progress the project on behalf of the Forum. As a reminder the two service improvements patients agreed to work on with the practice

are: reducing the number of patients who fail to attend booked appointments (DNAs); improving patient information displays in the waiting room.

### **AOB**

The TV in the waiting room has now been tuned in and a USB stick loaded with about 30 minutes of health videos is available to be shown on the screen. Once the TV has been moved to its new position above the reception desk, we can start running these films.

Chair thanked Elaine and Antoinette Scott and all those who attended the above meeting.

The next Patient Group meeting will be:

**Saturday, 24<sup>th</sup> September at 10 am**

**Meetings held monthly in the conference room of  
St Andrew's Hall, Guildersfield Road, London SW16 5LS**

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