

# Neighbourhood 2 Patient Participation Group Report

Tuesday, 14<sup>th</sup> March 2017

13:00-15:30

St John's Medical Centre

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## Introduction

This report provides a summary of the key topics discussed by patients at the Lewisham Neighbourhood 2 Patient Participation Group (PPG) meeting, which took place on 14<sup>th</sup> March 2017 at the St John's Medical Centre. 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](http://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 2 Practices	
Belmont Hill Practice	Morden Hill Surgery
Brockley Road Surgery	St John's Medical Centre
Burnt Ash Surgery	Nightingale Surgery
Hilly Fields Medical Centre	Rushey Green Group Practice
Honor Oak Health Centre	Triangle Group Practice
Lee Road Surgery	Woodlands Health Centre
Lewisham Medical Centre	

The workshop was attended by 19 PPG representatives, along with four members of staff from One Health Lewisham and two members of staff from Lewisham CCG.

The aims of the workshop were:

- ▼ 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:

- ▼ 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.

## 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"> <li>▼ Some patients may have a long way to travel to access this service;</li> <li>▼ Parking at UHL is an issue, especially for people with mobility issues;</li> <li>▼ This service will not be suitable for the management of long-term conditions or other patients requiring continuity of care;</li> <li>▼ There are both local and national issues with regards to the recruitment of GPs and nurses and existing staff are already very stretched;</li> <li>▼ This could potentially lead to duplication with existing out-of-hours and extended access services;</li> <li>▼ How can you guarantee that my record is secure?</li> </ul>	<ul style="list-style-type: none"> <li>▼ There is currently an unmet need for same-day appointments that this service could go some way to meeting;</li> <li>▼ This would be of benefit to working-age people;</li> <li>▼ This would be appropriate for people who do not have long-term conditions.</li> </ul>

IT AND INNOVATION		
WHAT ATTENDEES WERE CONCERNED ABOUT:	WHAT ATTENDEES WERE PLEASED ABOUT:	WHAT HAVEN'T WE THOUGHT OF— ATTENDEE IDEAS:
<ul style="list-style-type: none"> <li>▼ In the context of an increasing push towards IT, there is a cohort of people who are at a growing risk of being left behind;</li> <li>▼ 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;</li> <li>▼ Some conditions might escape detection if a patient is not seen face-to-face as there are some</li> </ul>	<ul style="list-style-type: none"> <li>▼ Several attendees noted that they had had positive experiences with existing IT and online services and some attendees noted that they had heard positive reports about video consulting from patients in other areas of the country;</li> <li>▼ In the same way that online booking frees up the phone lines for people who really need them, this could take the pressure off other</li> </ul>	<ul style="list-style-type: none"> <li>▼ Video consultation would be most beneficial if people could access this from home or through existing services such as libraries;</li> <li>▼ It would be good if learning from other areas of the country or internationally could be taken into account.</li> </ul>

<p>details of a patient’s presentation that a clinician would be best-placed to pick up on in person, in particular relating to mental health issues;</p> <ul style="list-style-type: none"> <li>▼ How will video consultations be evaluated or audited?</li> </ul>	<p>services. There is value in a multi-channel approach for all patients, not only those who directly use IT or online services;</p> <ul style="list-style-type: none"> <li>▼ This complements the GP Extended Access service well.</li> </ul>	
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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:

- ▼ 94% of attendees recorded that they found the event either “very helpful” or “slightly helpful”;
- ▼ The majority of attendees rated the activities and discussions as either “good” or “acceptable”;
- ▼ The majority of attendees rated the presentations as either “excellent” or “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 2  
PPG Meeting  
Tuesday 14<sup>th</sup> 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 Two

### ● Neighbourhood 2 Practices

- 13 Belmont Hill Surgery
- 14 Lewisham Medical Cer
- 15 Burt Ash Surgery
- 16 Morden Hill Surgery
- 17 St John's Medical Cent
- 18 Lee Road Surgery
- 19 Brockley Road Surgery
- 20 Hilly Fields Medical Ce
- 21 Honor Oak Group Pract
- 22 Triangle Group Practic
- 23 Rushey Green Group Practice
- 24 Woodlands Health Cen
- 25 Nightingale Surgery

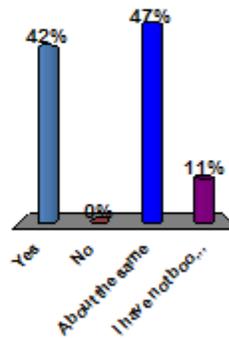


## Your views

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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

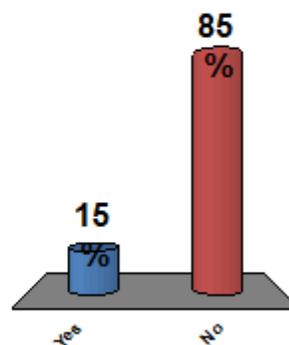


## Your views

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

- A. Yes
- B. No

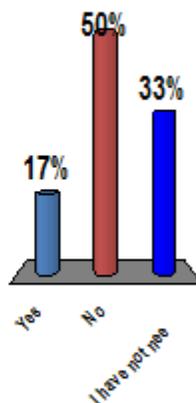


## Your views

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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

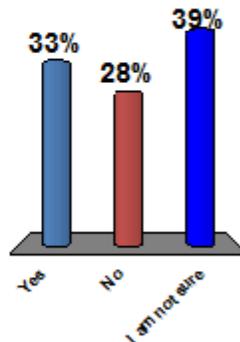


## Your views

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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



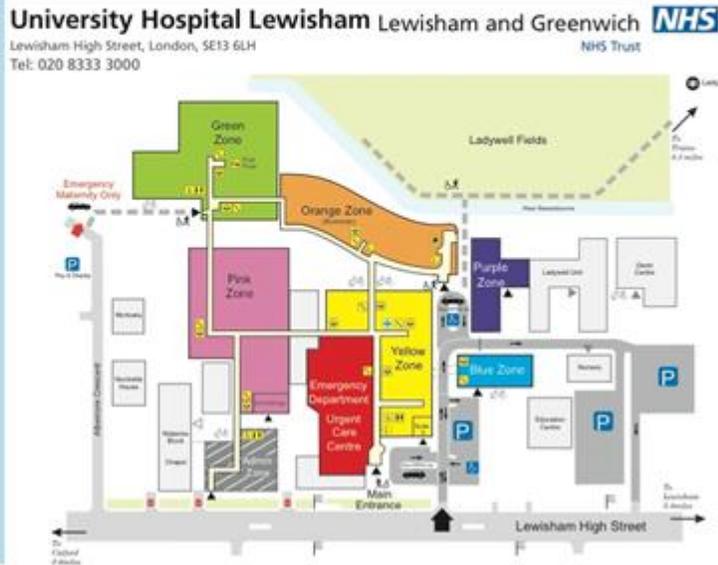
## GP Extended Access

- ▼ 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

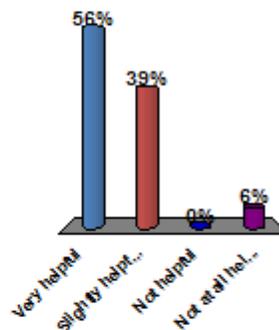
### Your Views:

- ▶ 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

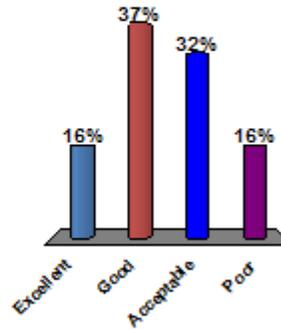


## Event evaluation

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How would you rate the activity sessions?

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

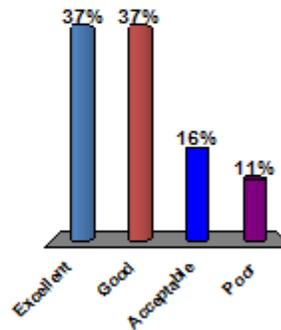


## Event evaluation

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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?