



NHS

Palace Road Surgery

1 Palace Road, London, SW2 3DY

Tel: 020 8674 2083 / 020 8674 2787

Palace Road Surgery
Patient Participation Group Meeting

Saturday 14.09.24

from

2pm until 3pm

In the Surgery Meeting Room

PPG Meeting Attendees:-

- Anushia Palace Road Surgery - PPG Surgery Lead**
- Angela Palace Road Surgery - PPG Patient Lead**
- The Streatham Patient Group Network – Co-Chair DD**
- Co-Chairs from the Streatham Hill Group Practice GS and FS**
 - Palace Road Surgery PPG Attendees:-**
patient AO, patient JM, patient AB, patient DE

Welcome and Introductions

- Introduction from Anushia the PPG Practice Lead (Operations Manager & Care Co-ordinator).
- Anushia Introduced Angela as our PPG Lead Patient.
- We have a guests joining our PPG today.
- The Streatham Patient Network – Co-Chair DD
- Co-Chairs from the Streatham Hill Group Practice GS and FS
- Everyone is welcome to introduce themselves by first names and mention what they hope to achieve by being part of the Surgery PPG.
- Attendees: patient AO, patient JM, patient AB, patient DE
- Anushia will explain what a PPG is all about.
- Please see Anushia after the meeting in relation to any personal questions or support regarding medical health care related matters.
- The PPG is a patient forum for surgery improvements and information.

What is a Participation Group

- A Patient Participation Group (PPG) is a group of volunteer patients, carers and GP practice staff who meet regularly to discuss and support the day to day running and improvement of their GP practice.
- It involves signposting patients to available support services and inviting guest speakers to join the meeting.
- Fundraising will be organised to support local charity organisations and to improve the care that is available to patients of the Practice.
- <https://www.letstalksnee.co.uk/ppg-snee-patient-participation-network/widgets/88993/videos/4602>

Useful Videos

Widening Participation in Health and Care

https://www.youtube.com/watch?v=4_Y1FLMrdsW

NHS Lambeth PPG Engagement Film 2016

<https://www.youtube.com/watch?v=aVuttgRk25I>
pation in
health and care

Discussion with Angela and the Patient Participation Group

- An identity badge has been ordered for Angela in order to help identify Angela's role as a PPG Lead.
- Gender Neutral toilets signs have been attached to all the toilet doors in the surgery.
- Mirrors and coat hooks have been added to all the toilets in the building.
- We have a new TV Screen by Emis Egton displaying Health Care related adverts and surgery messages. (up-coming flu clinic details, Pride in Practice information, we are an Armed Forces Veteran Friendly accredited GP practice, Safe Surgeries information, Thriving Streatham, Streatham, Primary Care Network).
- We have social media pages: Facebook, Instagram, X (Twitter)
- We have additional clinics operating from our first floor.
- An ENT/Audiology Clinic/Ear Syringing, an ECG Clinic, a Private Physio Care clinic called Anne Physio, South London and Maudsley Mental Health Services. An Ophthalmology Service is soon to start on the ground floor.
- Patient Suggestions on how to make improvements to the Surgery.

Staff Training and Developments

- **Pride in Practice** works to improve the experiences of LGBTQ+ people accessing primary care services. Whether you're visiting a GP, dentist, pharmacist, or optometrist, you deserve a service where you feel safe, accepted, seen, and supported by the healthcare professionals who provide your care. [Pride in Practice - LGBT Foundation](#)
- **A Safe Surgery** can be any GP practice which commits to taking steps to tackle the barriers faced by many migrants in accessing healthcare. At a minimum, this means declaring your practice a 'Safe Surgery' for everyone and ensuring that lack of ID or proof of address, immigration status or language are not barriers to patient registration. [Safe Surgeries - Doctors of the World](#)
- GPs are signing up to become **Veteran Friendly** under a new national scheme to improve medical care and treatment for former members of the armed services that has been backed by NHS England and the Royal College of GPs. [NHS England » GP practices across the country to become 'veteran friendly'](#)
- **Thriving Streatham** is a health and social wellbeing community that launched in October 2021. We embrace a strategy of empowering the community from the ground up, facilitating community engagement events and advocating collaboration. [Wellbeing | ThrivingStreatham | England](#)
- **The Primary Care Network** is made up of 6 GP practices across Streatham working collaboratively to deliver services to patients. [Streatham PCN \(streathamgp.com\)](#)

Surgery Developments and Future Plans

- The Surgery is planning a Christmas Fundraising Event with a local school choir.
- New Surgery website by a provider called Iatro.
- Telephone System called Surgery Connect. We have a new Check and Cancel Option. (option number 1)
- Online Patient Access Services via the practice website called 'Contact Us Online'.
- New use of iPads in the Surgery to promote online services – Anushia to give the patients a Demo.
- NHS App, and the benefits of using the NHS App. [NHS \(www.nhs.uk\)](https://www.nhs.uk)
- The Surgery is able to send out SMS Appointment Text Message Reminders to patients 2 days before their booked Appointment.
- Pharmacy First Scheme.
- The surgery has free Wifi access without having to enter a password. The Wifi name is called: NHS Guest (NHS Wifi is for the surgery staff and requires a password)

Personalised Care

In-house Services & Personalised Care from:-

- Care Coordinator (*Anushia*), GP Assistant (*Emilia*), Social Prescriber (*Clifford*), Health Coach (*Anna*), Physio (*Jodie*), Practice Pharmacist (*Aparna*).
- **Care Coordinators** play an important role within a PCN to proactively identify and work with people, including the frail/elderly and those with long-term conditions, to provide coordination and navigation of care and support across health and care services.
- **GP Assistants** are part of the wider team in general practice, General Practice Assistants provide a support role, carrying out administrative tasks, combined in some areas with basic clinical duties. They can help to free up GPs time and contribute to the smooth running of appointments, improving patients experience in the surgery.
- **Social Prescribers** - Social prescribing is a key component of Universal Personalised Care. It is an approach that connects people to activities, groups, and services in their community to meet the practical, social and emotional needs that affect their health and wellbeing.
- **Health Coaches** - A Health Coach supports clients on health issues, gives advice on how to improve fitness and coaches' clients to achieve set goals. He will identify underlying causes and work out individual programs for each client.
- **Physiotherapy** helps to restore movement and function when someone is affected by injury, illness or disability. It can also help to reduce your risk of injury or illness in the future. It takes a holistic approach that involves the patient directly in their own care.
- **Practice Pharmacists** work as part of the general practice team to improve value and outcomes from medicines and consult with and treat patients directly. This includes providing extra help to manage long-term conditions, advice for those on multiple medicines and better access to health checks. The role is pivotal to improving the quality of care and ensuring patient safety.

New Surgery Website - Iatro

- <https://www.palaceroadsurgery.co.uk/>
- Contact the Surgery online to book appointments, order your repeat medication or request information.
- The NHS App can be accessed via the practice website.
- The NHS Friends and Family Patient Feedback QR Code and the GP National Survey Questionnaire can be found on the website, TV screen, social media and in the waiting area. Please can everyone give their feedback so we can improve our services.
- We have achieved the 'Silver Award' for Pride in Practice. Pride in Practice works to improve the experiences of LGBTQ+ people accessing primary care services. For excellence in lesbian, gay, bisexual, and trans healthcare.
- We are a Safe Surgery - Everyone living in the UK is entitled to register and consult with a GP. It means we can prevent and treat illness early and create a healthier society for everyone.

SURGERY CONNECT

- We have received lots of positive feedback since moving over to the Surgery Connect Telephone System just over one year ago.
- Surgery Connect integrates with the clinical system.
- We can see data usage reports and monitor our call handling systems.
- There is an option to request a call back if the queue is too long.
- The call will divert to another member of staff after 5 rings.
- There is a visual display of demand and performance.
- We can receive multiple calls at one time.

Pharmacy First Scheme



- What are the 7 conditions for pharmacy first?
- **These conditions are:-**
- sinusitis
- sore throat
- earache
- infected insect bites
- impetigo
- shingles
- uncomplicated urinary tract infections in women

Wheel of Life – Angela circulated as a hand-out



What is the Wheel of Life?

- The Wheel of Life is a simple but powerful tool that helps you visualise all the important areas of your life at once. It is often used by life coaches and career coaches to give their clients a "bird's eye" view of their lives. By looking at a visual representation of all the areas of your life at once, the wheel helps you to better understand which of your life areas are flourishing and which ones need the most work.
- How do I use the Wheel of Life?
- The online assessment tool is simple to use. Just click the button to start your wheel and the interactive system will guide you through the process of rating each area of your life, one at a time. When you are done, you can print your wheel, save it as a PDF, or share it with your friends on Facebook and other social media. (<https://wheeloflife.noomii.com/>)

Upcoming Events:

- Nurses Association of Jamaica
<http://www.naj.org.uk/>

- Age Well Festival at Oval



Age Well Festival.jpg

- Christmas Fundraising Event TBC

Feedback from the Previous Patient Participation Group Meeting held on Saturday 18.05.24:-

- Anushia distributed the anonymous patient feedback forms. Angela collected then forms.
- A patient asked if we could display team photos, names and job titles onto the TV screen in the surgery waiting area. This will allow the patients to familiarise themselves with the clinical they will be consulting with. The surgery team declined this request. However the team names and job roles are on the practice website. We can include a poster in the waiting room and have the details on the TV screen.
- A patient asked if we could install coat hooks and mirrors in the patient WCs. The surgery maintenance person has installed these new fixtures and fittings very soon.
- A patient asked if the surgery can post and email the PPG presentation to the PPG core members for future reference.
- Anushia will post today's presentation on the surgery website, and will email and post the slides to the patients who have asked for a copy. Anushia will also leave the presentation slides in the waiting area for patients to read.
- The PPG Meetings will be posted onto the practice website.
- The poster board in the front lobby area is being updated regularly with current information.

Continued Patient Feedback....

- A patient asked if we can have a more prominent PPG poster campaign in the waiting area.
- Some of the patients will come back and see Anushia for support with accessing the practice website and NHS App.
- Some of the patients wanted to book follow up appointments with their preferred clinician. Anushia made the appropriate appointments after the meeting.
- The Surgery Connect telephone system has a new feature via option 1 called 'Check and Cancel' whereby patients can confirm their booked appointment details and cancel an appointment if they want to.

PPG Patient Feedback Survey Results

Please click on the link below:-



Microsoft Excel
Worksheet

THANK YOU FOR COMING EVERYONE!

ARE THERE ANY QUESTIONS ?

- 1. Will the meeting minuets be published? Yes on the practice website and copies will be printed for the waiting room.**
- 2. Will the feedback collected from the PPG forms be published? Yes on the practice website waiting room.**