

**Amwell Group Practice  
Patient Participation Meeting  
18<sup>th</sup> June 2018**

Present: Sonia Hehir - PPG Coordinator/Secretary

ER - Joint Chair

JB - Joint Chair

JW- Patient

JD - Patient

AD- Patient

JC-Patient

IS-Patient

DM - Patient

Sign Language Interpreter

Apologies:

SL - Patient

**1. Welcome, Introduction and Apologies**

ER welcomed everyone to the meeting

**2. Minutes of the last meeting**

Agreed

**3. Workshop Events**

Patient On-line access. We revisited how best to help patients with using Patient on-line access in a previous meeting it was decided that ER along with information from SH, would set up a slide show to be used on the patient information screen. SH informed ER in between meetings that there are instruction videos available on-line - for example: <https://youtu.be/EtKm6EUeaDU>. ER did think it would be a good idea to create a step by step guide on his phone. He will contact Sonia with his request for the information he needs.

As the previous promotion was successful we discussed promoting Patient on-line access again, perhaps once ER has completed step by step guide and ERS (Electronic Repeat Prescribing). Sonia will speak to Nicola the Reception Manager to arrange days that will suit everyone.

#### 4. PPG Structure

ER raised the matter of the PPG structure further to our last meeting. As previously ER felt that having 1 chairperson, 2 vice chairs and a secretary was perhaps more than needed. The group discussed the structure of the PPG and it was felt that 2 vice-chairs were not needed but it is common practice for group such as ours to have a chairperson, vice-chair and secretary. We talked again about having a treasurer but it was felt at this stage it was not something the group needed. Election of a new chair and vice-chair was discussed again - the current chair and vice-chairs have been in place since 2016. Sonia will send the relevant paperwork to ER and elections should be on the agenda for the next meeting.

#### 5. Amwell Group Practice - Tea Party

The Amwell Group Practice is holding a tea party at the practice on Thursday 5<sup>th</sup> July between 2.30-4.00pm to celebrate 70 years of the NHS and 21 years of the Amwell Group Practice. The practice is keen for the group to be involved coming along to help serve tea, coffee and cake and chatting to the patients. This will be an excellent opportunity for patients to get to know the members of their patient participation group. JW, AD, JD, JB, IS and DM all kindly volunteered to come along and help.

#### 6. Creation of 2 New Consulting Rooms - Amwell Group Practice

Dr David Davies asked to come along to the meeting to discuss the proposal of creating 2 new consulting rooms at the practice.

**Background** The Amwell Group Practice now provides care for 11,000 patients. We moved to our new build premises in November 2003, at which point we had approximately 6500 patients.

For the first ten years of our time at the practice, we had ample clinical space, and were consistently able to accommodate visiting/community services including iCope, UCLH midwives, Health Visitors and Drugs & Alcohol workers. We also hosted community and Voluntary Organisations e.g. Citizens Advice Bureau and Complementary Medicine Therapists. We saw patients from our own practice and on occasions were able to accommodate visiting clinicians seeing local residents from other local practices

A number of factors over the last few years have combined to put ever increasing pressure on our practice space, including list growth, more GPs and nurses, more trainee GPs, and more services coming out of the hospital and into the community.

We are now at the point where we have reached/exceed capacity, and despite opening on a Thursday afternoon (thereby creating 13 "extra" consulting sessions) we now have clinicians routinely having to hot desk, and more importantly, new community services are being turned away. Obviously any future growth in the practice list will only increase this pressure.

**Proposal** We are seeking approval to internally convert our current meeting room, at the front of the building, into two new purpose built consulting rooms. We are confident this can be done without significant structural changes to the building, and whilst ensuring we remain compliant with all health and safety/fire and building regulations. The additional two rooms (representing a 20% increase in GP consulting capacity) would enable us to continue to confidently grow our list size, recruit further new staff to our practice, and once again enable us to host new services for our local patients.

Dr Davies was keen to hear the thoughts of the group on these changes and to answer any questions they may have. Questions were asked regarding sound proofing the rooms along with ventilation. Dr Davies assured the group that this has already been discussed and taken into consideration for the proposal and that the rooms will be fully soundproofed and will have sufficient ventilation.

The group were happy for these works to go ahead all agreeing that it is what is needed for the Amwell Group Practice to continue to provide a good service to the community.

## **7. Health Awareness Leaflets and Information**

JD talked about an event she attended at Bart's hospital focusing on health awareness topics for the public and making them aware of services that are available to them. She brought along to the group some interesting leaflets including; British Heart Foundation, Facts about Drinking (GASP) and Reducing your Cancer risk. The group is continually striving to raise awareness of health risks, problems and were keen that as many of these leaflets as possible were available to our patients. There was also information on a community gardening programme at Battersea Park, this tied in with a proposal IS was looking into along the same lines. He has been looking into developing a relationship with a

similar project in Kings Cross. His idea was perhaps the practice could offer a 6-10 attendance programme to work on the community garden alongside fund raising for the community garden. The groups talked about various other projects and spaces in the area - e.g. Calthorpe Project and Culpepper Gardens. Perhaps the group could contact these spaces to see who their programmes were open to and if a programme was not in place to enquire whether they would be happy for small groups to come along to work in their garden as part of a wellbeing project.

IS will contact local gardens and Battersea Thrive to see who their services and spaces are open to. Funding from the CCG or Practice could be looked into. The group starting their own project would be a challenge and it was agreed that we concentrate on programmes that are already in existence. IS and SH could also look into cross-borough initiatives. Once IS has established this information the group could take on the task of raising awareness in the practice with volunteers from the group coming along to talk to patients about them.

Sonia will contact the publishers of the leaflets JD brought to the group to order supplies for the practice - once we have received them we could again arrange a time for member of the group to come to the practice to promote the services and information.

IS has also been looking into starting a YouTube channel encouraging patients to talk about their personal experiences dealing with Diet and Lifestyle changes. We ran out of time for a full discussion so this to be continued at the next meeting.

## 8. AOB

- A. Dr David Price would still like to attend one of the meetings - the group to confirm if they would like to invite him to the next meeting
- B. ER asked Sonia about GDPR and whether the group need to sign further consent forms. Sonia advised that as far as she was aware this was not necessary but she would check with practice manager. She further advised that all information relating to GDPR was available on the Amwell Group Practice Website.

**Date of Next Meeting** - Wednesday 26<sup>th</sup> September 6.00-7.00pm