

**Brixton and Clapham Park Primary Care Network
Notes from Patient Group Meeting**

Thursday 18th April, 2pm at Pavilion Medical Centre

Present

Jennie Parker, Natasha Cox, Shannon McAree, Felicia Cunningham, Joy Wilson, Wai-Ling Tang, Magally Nato Paucar, Abigail Oydele, Nicola Kingston, Jenny Cobley, Roz Borley, Peter O'Connell, Tom Maher, Christine Jacobs, Michael Davis, Vanessa White, Maureen Simpson, Kathy Butcher, Stacia Bolton, Mariamat Ibin-Ibrahim

Apologies

Chris Newman, Terry Parker, Ernestine Montgomerie, Funke Ogbede, Lucy Ismail, Dave Ball, Pippa Cardale.

1. Welcome/Introductions

Nicola welcomed everyone to the meeting, and asked everyone to introduce themselves and say one positive thing about the NHS.

2. Meeting notes correction

Maureen has not been given the contact details for Synnovis/SwiftQueue.

3. Consent forms

Jennie Parker explained that we are asking all Patient Group members present to complete the consent form. The consent form allows the surgeries and Patient Group to hold contact information etc separately from their health record.

4. General overview from the surgeries and PCN.

Jennie gave a general update. The surgeries have all been busy working on achieving targets for the end of the financial year. Our PCN did well on achieving our targets.

5. Goodbye to Magally

Magally will leave the PCN at the end of April. We will still be offering support to our vulnerable patients and social prescribing through our care coordinator team which we are developing across the PCN.

6. Patient query about mental health therapy

A query was raised about concerns about referrals to therapy, mental health in children and about therapists taking advantage of clients/patients - quoting two articles. Jennie was unable to comment on services outside of the NHS but reassured that we are not overusing or over-referring to mental health services. Adults self-refer to talking therapies and children are referred to Child and adolescent mental health services (CAHMS), which has a huge waiting list.

7. NHS App

Shannon's brief presentation on the NHS app demonstrated how to download, gain access and use the app (see separate power point for more information). New features on the app include

accessing a prescription bar code to show pharmacies and completing an Accurx online consultation.

8. New online consultation service (Accurx)

Shannon explained that Accurx had permanently replaced eConsult as the new online consulting platform, introduced into the PCN at the start of April. Patients can access it via the practice website or via the NHS app. It is vital that the patients use their full name (as it appears on their medical record) when completing the form to ensure it goes through to the GP Practice correctly. The new system asks fewer questions so it is advised to complete the form in greater detail to ensure the clinician reviewing the form has all the relevant information.

As it is a new system, the three practices are still in a 'trial' phase but practices aim to respond to all submissions by the end of the next working day.

To find out how to submit a request using your NHS app, please visit: [Patient Support: How to submit a request to your GP Practice using the NHS App | Accurx Help Centre](#)

Concerns raised about the promotion of this digital service, but it was stressed that

- The GP Practices are improving the access via online consultation to ensure that the phone lines are kept as available as possible for those not able to use the internet.

9. Dr Natasha Cox – talked about services at Pavilion Medical Centre surgery.

Pavilion host the Health Inclusion Team (HIT) twice a week. HIT are a nurse-led community team to support vulnerable people who have difficulty accessing primary care such as homeless people, refugees and those with addictions. Patients have longer appointments as they tend to be much more complicated.

All 3 practices are Safe Surgeries – this means patients are not asked to provide ID when they register with the practice. Homeless patients can register using the practice address.

PMC have a lot of homeless and vulnerable patients. PMC work closely with Lorraine Hewitt House (LHH), a drug and alcohol service – which is opposite the practice.

HGP and PMC have an outreach nurse to visit housebound patients and Riverside Assisted Housing, where patients are offered health checks.

Lambeth's Health and wellbeing bus has recently visited all three practices. The bus parks up at various places in Lambeth on a rota and also has Citizens Advice on board.

To find out more and to view the bus timetable, visit [Lambeth's Health and Wellbeing Bus - Lambeth Together](#)

10. Citizens UK Lambeth

The Patient Group and the surgeries are members of Lambeth Citizens. Abigail updated us and said that South London's top priority is housing – the lack of housing and the issues such as damp, mould and problems with lifts/repairs. These issues are being looked into at a local, borough and national level, with local patients working on these issues and recently met the Leader of the Council to discuss housing issues and our priorities.

There is a Mayoral assembly in Central Hall prior to the mayor elections. Susan Hall (Conservative) and Sadiq Khan (Labour) will be there next Thursday from 18:30 – all welcome! Manifestos handed out. The issues will be brought to the two candidates.

If any local residents would like to join meetings with providers, they should reach out to Abigail or Nicola.

11. Lambeth Together

We are continuing to raise our concerns with the new blood test service. Patients can no longer walk into hospitals or Gracefield Gardens (GFG), but must use an online system called Swiftqueue to pre-book an appointment. This isn't accessible for those that are visually impaired or have no access to the internet. It is also putting pressure on GP Practice staff to book appointments for patients.

Nicola and Maureen asked questions in the public forum of three Lambeth Together Board meetings, but have not received a response. Nicola suggested writing a letter to the local MP with everyone's signatures on as this is a serious equalities issue. Jennie suggested that she would email fellow Clinical Directors, and that we raise this at Lambeth Together one more time, and this was agreed.

12. Patients Not Passports

Primary care is free for patients regardless of immigration status, however there are charges in secondary care. The ICB are currently looking into this and the Integrated Care Board have agreed a pledge that if migrants are destitute, they will not be pursued for their fees. This is a very small proportion of the NHS secondary care budget

13. Next meeting

The date of the next meeting agreed –Thursday 20th June 2-3pm via Zoom. In-house pharmacists will be invited to this meeting as well as Nilima (Phillips Pharmacy).

14. Covid Vaccines

Spring Covid Vaccinations begin on Monday 15th April for those aged 75 and over (on 30 June 2024), people with a weakened immune system or who live in an older adult care home. Most pharmacies are offering the vaccines, with Phillips offering a walk in service from Monday 22nd April.

Appointments can be booked on [Book, cancel or change a COVID-19 vaccination appointment - NHS \(www.nhs.uk\)](#). The PCN will not be doing housebound visits.