

## PMC/PPG ANNUAL REPORT 2018 – 2019

### Introduction

The Parchmore Medical Centre Patients' Participation Group (PPG) was set up in 1998 with the initiative of a couple of Doctors, Senior Nurse, a group of patient volunteers and support from the Parchmore Medical Centre (PMC) Partners and Managers. Ken Coates was elected the first Chair of the PPG Executive Committee (EC).

Mukesh Patel is the current Chair of our PPG Executive Committee.

The EC progressively suggested innovative ideas to deliver better services to patients registered with PMC. Currently, over 17,000 patients are registered within PMC. Due to increasing demands the doctors and staff are over-stretched in their efforts to deliver better services to patients. The Practice had a good year regarding staffing of doctors, nurses and ancillary staff in order to meet our commitments. Social Prescribing was started by PMC/PPG which is now in its 2<sup>nd</sup> year and progressing very rapidly across the Croydon borough. The London Borough of Croydon CCG has recognised its values and is helping financially to support its implementation across the borough.

We held three very successful days in June 2019 during the National Association for Patient Participation Awareness (NAPP) week with the help of Croydon Social Prescribing Team and PMC staff.

On the first day the Domestic Violence Awareness (DV) event was attended by approximately 70 people with the Mayor of Croydon present. Information stalls included counselling, a Domestic Violence lawyer for pro bono work who took on 5 clients; The Emergency Accommodation Team from Croydon council, Croydon Works and many more. This was in direct response to the public health crisis that shows that women in our area experience high rates of violence and harassment.

The second day was also beneficial and provided blood glucose measurements BG, online Training to assist patient access to IT systems and there was also a talk by Parchmore's In-house Pharmacist. This event was also successful and thanks go to PMC staff for their help. Positive comments were received from 30 patients who attended.

On the third day a seminar concerning Mental Health (MH) had over 100 patient/resident attendees, again with the Mayor in attendance. Stalls participating came from the Carers Information Centre, Mindfulness, BME Forum, MS Foundation, Library Services, and the Tenancy Sustainment Team. Overall, from both events DV & MH, we had over 24 stalls and over 170 attendees, with each stall/workshop having a minimum of 8 patients/residents going to their intended stall for information or signing up for their project/workshop.

This is the way forward for future years and the Mayor wants to replicate these events borough wide. The feedback from the local community as a whole has been hugely positive.

For the NAPP Awareness week in **June 2020** the PPG committee has initially agreed three topics: (a) Dementia, (b) Carers Awareness in relation to Carers & Cared for responsibilities, (c) Palliative Care for the elderly.

The PPG has approved the Carers' Charter which has been accepted by PMC for full implementation. The implementation plan will be discussed by the PPG and PMC at the Clinical Meetings. The PMC has identified 78+ carers to date and has appointed a Carers' Connector.

During the year 2019, PPG Committee Members have attended a number of Croydon Clinical Groups and its Sub-Committee meetings, NHS, Seminars on health care and Croydon Patients Participation Group meetings to keep fully up to date with current developments on health and patients' care.

### **Key Milestone for The Parchmore Medical Centre**

It has been a busy and successful time for the Practice since the last AGM; we have been shortlisted and achieved success in a number of national awards.

#### **1. General Practice Awards – Parchmore Medical Centre**

“Managing Workload & Improving Access Award” (NHS England)

“Successful GP Practice Transformation – “Revolution for sustainability”

**WINNER**

#### **2. General Practice Awards - Teresa Chapman**

“Practice Manager of the Year Award”

“Leading Successful GP Practice Transformation”

**WINNER**

#### **3. Health Service Journal Awards – Parchmore Medical Centre**

“Primary Care Innovation Award”

**HIGHLY COMMENDED**

“Transformation to Reduce Emergency Admissions and Hospital Outpatient referrals appropriately, and rapid Social Prescribing implementation”

#### **4. British medical Journal Awards – Parchmore medical Centre**

Nominated for Rapid Transformation Award

#### **5. General Practice Awards – Parchmore medical Centre**

Nominated for Managing Workload and improving Access award

Alongside this the practice obtained a Silver Mark from the highly respected Investor in People accreditation process.

The Social prescribing programme has gone from strength to strength in Thornton Heath with a mix of new activities and partnerships, maturing of established initiatives and well received network-wide events. New activities include:

- Mindfulness for young people and children at St John's Church Hall. This has two weeks left to run and has been increasingly well attended;
- Line dancing at St John's Church hall which has a month run and is again well attended;
- Intergenerational project at Thornton Heath Community Garden Project in conjunction with Pamper Indulge Give and Croydon Voluntary Action;
- Guided walks for residents at Brigstock Hostel;
- Care Connector to be based at Auckland Road and Parchmore

In keeping with the principles of social prescribing we have supported initiatives to identify and successfully apply for further funding to develop their projects. We were delighted to learn that St Paul's church was awarded £5000 from the One Alliance LVP programme to offer a range of services including an IT suite. If the activities are successful, they will receive a further £5000 next year. This will build on the huge success of activities such as the elders exercise classes. We have attached the latest activity update to the end of this report.

### **Public events**

The social prescribing partnership has been integral to developing and supporting the following events:

- We also worked with Croydon Council's Regeneration team who have organised three community festival events to activate the forecourt at Ambassador House, Brigstock Road, Thornton Heath. Activities connected to CSP are taking part informing residents as what projects/workshops are out there for them to attend.
- We are currently supporting Auckland Road's PPG for their health event in September

The PPG Committee is very grateful to the PMC Staff at all levels for their help and co-operation over the year and in particular big thanks go to Brian Dickens MBE Group Operational Manager for his help and wise guidance.