



Celebrating Our Team



Patient Participation Group Minutes

🏥 Staff Update:

- 🏥 David is now taking the role of Deputy Practice Manager.
- 🏥 Dr Sebastian Kalwij has left the practice at the end of February. Words from Dr Kalwij

I very much enjoyed working at AVP and looking after our patients, many of whom I got to know very well and have dear memories of.

**It's with a heavy heart that I decided to resign and take a break for a while.
I am sure that the rest of the practice team will continue to provide the best care.
Take care and farewell**

🏥 Digital Training Hub and Lifestyle Medicine clinic intro (Dr Hirons)

WHY IS DIGITAL INCLUSION IMPORTANT?

Digital inclusion is the ability to use digital devices, one's access to connectivity (wifi, mobile network and broadband) user needs and service needs.

There are many factors that lead to digital exclusion and with an ever-evolving digital way of practicing medicine and consulting within primary care, reducing digital exclusion are of the upmost importance.

WHAT IS THE DIGITAL HUB?

- The digital hub is a safe space for patients to come, learn and have their digital needs met. This could be anything from how to download and use the apps to registering for the online services and how to find results and appointments.

WHAT IS THE PURPOSE OF THE DIGITAL HUB?

- Give patients the tools to better access primary health care.
- Enable patients to take more control of their health care and have easier access.
- Reduce health inequalities and digital exclusion.

WHO CAN ATTEND?

Anyone! However those who will get best use of the hub are patients who struggle with any aspects of digital health care / patient access including:

- AskFirst, eConsult, NHSapp, Doctaly assist, AccuRx
- Booking appointments online with GP or nurse, admin requests, ordering medications online, booking physio appointments, using the symptom analyser to advise patients on best place to access care (home / pharmacy / GP / A+E).
- Using their digital device or any of the above apps.



WHY IS THIS IMPORTANT?

In Lewisham, we have a lower life expectancy than the national average with black and ethnic minority communities at higher risk of long term conditions that can lead to premature death. We also have a high prevalence of mental illness.

A lifestyle medicine clinic would help to treat long term conditions, reduce social isolation and build support networks. It would help individuals and communities thrive rather than exist, working with community groups to deliver the best care.

WHAT IS LIFESTYLE MEDICINE?

Lifestyle medicine is the use of evidence-based lifestyle changes to not only prevent disease but to treat it and often even reverse it. Lifestyle medicine uses 6 main pillars in its approach: plant-based eating pattern, good sleep, stress management, physical activity, positive social connections and avoidance of risky substances.

WHY CO-DESIGN THIS CLINIC?

By designing this clinic with individuals from the community it aims to serve, it will help us to reach more of the currently 'underserved' individuals. It gives the community a voice, power and autonomy over their own health journey and decisions.

WOULD YOU LIKE TO JOIN OUR CO-DESIGN GROUP?

Please contact lewccg.lifestylemedicine@nhs.net for more details.

Did Not Attend (DNA) Update

 Statistics shown at last Meeting:

Within the **last week**: 62 = **15.5** clinical Hours Lost = **1.5** days Lost

Within the **last month**: 438 = **109.5** Clinical Hours Lost = **10** Days Lost

Within last **4 months**: 764 = **191** Clinical Hours Lost = **24** days Lost

Statistics of DNA (Did Not Attend) Appointments since last meeting:

Within the **last week**: 44 = **11** Clinical hours lost = **1 Day and 4 hours** Lost

Within the **month of February**: 150 = **37** Clinical hours lost = **5 Days** Lost


Within the **last 4 months (Dec 21 –March 22)** 445 = **111.25** Clinical hours lost = **15 Days** Lost
= **2 weeks and 1 day**

Pilot of 7pm – 9pm eConsult times – Requested from last PPG on the 15.12.21 these times will be kept.

eConsult - are available Monday to Friday (except on Bank Holidays) between 7.30am - 10.30am and 7pm - 9pm

You can get self-help advice

Or, if you have a concern, complete an eConsult and we aim to get back to you within 2 working days, be it with advice directly from a clinician, or a future appointment booking to see/talk to a clinician.

 AOB

Terms of reference for the patient participation group and Chair/Co Chair role was discussed.

This is to allow the opportunity for another patient to enter the role.

We welcome volunteers to put their name forward and a small personal statement as to why you would be ideal for the role.

North Lewisham Health Inequalities

One of our members mentioned the North Lewisham Health Inequalities campaign run by the North Lewisham Primary Care Network. Dr Verity is the GP lead working on health inequalities and several of our GPs are also involved.

Some members of our community might experience poorer health outcomes because of barriers in the community - not speaking English, illiteracy, homelessness, being an asylum seeker or refugee, or being on low incomes or from an ethnic minority background for example.

Dr Verity co-ordinates the North Lewisham Community forum so the community helps identify community problems and also helps to set up solutions, and works with the community link workers who works between local community groups and GP practices. Anyone who is interested in getting involved can contact our community link worker **Joyce**

Jacca at commlink.nlpcn@nhs.net