

# The North Wood Group Practice

Patient Participation Group Newsletter – March 2022

## Practice News



- **Telephone system** – A new system is due to go live in April. This will tell staff the number of incoming calls and that in the queue at any one time. It will also have options for types of call to divert long queues from reception.
- **Crown Dale Building** – the external work is complete (roof, windows and wiring). There are delays for some of the supplies for fitting out, but completion is still expected by mid-May. The new building will include an extension and meeting room enabling coffee mornings etc.

## Services until the Crown Dale Centre Re-opens are as follows:

Tulse Hill: 4, Hardel Rise, London SW2 3DX, telephone 020 84671 3448

Monday - Friday 8.30 – 6.30 plus 6.30 – 7.30 (appointments only) on Wednesdays

Details are on the [practice website](#)

New patients can [register](#) from within the area bounded by Croxted and South Croxted Roads, Gipsy Hill Road., Harold road, Spa Hill and Norwood Road, Green Lane, Streatham High Road, Sunny hill Road, Valley Road, Leigham Court Road, Streatham Hill, Christchurch Road, Roupell Road, Upper Tulse Hill, Craginair Road and Brockwell Park. There is a [postcode checker and map on the practice website](#)..

## Forward plans for the Patient Participation Group

The objective is to improve communication on services and provide feedback to the practice on patient satisfaction, both what they like and what they do not, including any problems that need to be addressed. That feedback might be via letters, cards, the [feedback function](#) (labelled Friends and Family Test) on the [practice website](#), or by e-mail to [lamccg.northwood-ehs@nhs.net](mailto:lamccg.northwood-ehs@nhs.net) or [northwoodgroupppg@gmail.com](mailto:northwoodgroupppg@gmail.com).

We have yet to discuss other objectives and priorities. The [PPG Toolkit](#) produced by the [Patient Association](#) lists many. Meanwhile, pending any survey of our own, we assume you share those identified last year by the [National Association for Patient Participation survey](#). These were:

- Accessing the right doctor depending on personal circumstances, including specialists for mental health support.
- Access to appointments for those who work full-time.
- Access to results for quicker diagnosis.
- The impact of Covid and how this will affect delivery of care.

The NHS 2021 [GP Patient survey](#) indicates that the take-up of on-line services is low. Under 30% went on-line for repeat prescriptions, under 20% to book appointments and under 10% to access their records. Many of those in most need of care have problems making contact on-line or over the phone. There is a common desire to improve the availability of face-to-face appointments for those who need them, as Covid restrictions are lifted.

Many practices, like ours, adopted telephone triage during lockdown. Some patients prefer to “see” the doctor or nurse on-line if their condition does not merit a visit. There are, however, problems. Some do not like to raise issues over the phone because they have no privacy at their end of the line. Others cannot use on-line services or have conditions and needs best suited to face to face contact.

*Please write to the Northwood Group PPG, 4 Hardel Rise, London SW2 3DX or e-mail [northwoodgroupppg@gmail.com](mailto:northwoodgroupppg@gmail.com) with your views. These will be collated and forwarded to the practice pending any attempt to organise a formal survey.*

### **Recruitment to the PPG will be via.**

- 1) Text and Letters to registered patients to invite them to e-mail [northwoodgroupppg@gmail.com](mailto:northwoodgroupppg@gmail.com) or write to Secretary, Northwood Patient Practice Group, 4 Hardel Rise, Tulse Hill, London SW2 3DX
- 2) Notice boards at Tulse Hill and Crown Dale (when re-opened), plus fliers for patients to take away.
- 3) Community groups and local newsletters inviting those registered with the practice to e-mail [northwoodgroupppg@gmail.com](mailto:northwoodgroupppg@gmail.com) . The practice manager will then check they are indeed registered.

Those joining will be sent a current newsletter to confirm their membership and an invitation to the next planning meeting, scheduled for 2pm, 18<sup>th</sup> May via ZOOM. The main business will be to review plans for after the Crown Dale site is re-opened and elect a vice chairman, secretary, committee members and newsletter editor. We will also begin the process of discussing longer term priorities

## **Social Prescribing Update**

The Northwood Practice shares Social Prescribing Link Workers with the other practices in the HBD Primary Care networks. Across the PCN they have handled over 600 referrals across the five practices since April 2021 and currently have a wait time of between 2-4 weeks from first contact, depending on the practice and the complexity of the needs of the patients currently being supported. Another part-time link worker has been recruited and starts their induction in April.

Housing concerns, financial advice and social isolation feature heavily in the top reasons that adult patients are currently being referred. Those aged 11 - 21 are referred to the [Well Centre](#) . This is currently based on the Herne Hill practice with outreach facilities via the other practices, including ours.

We have not yet agreed priorities for the PPG but one might be to help support and promote the community and engagement and the development activities of the Link Workers. These include monthly networking breakfasts for community group leaders and those providing health, welfare services to the area served by the practice.

The “breakfasts” are well attended and very useful in building relationships between organisations and projects in the local community and providing a positive space for attendees to share ideas, resources and plan future collaboration. These have included two community engagement events and the next is coming shortly:

### **Gipsy Hill Community Engagement Day Hosted by the Emmanuel Church and Community Centre 96 Clive Road, SE21 8BU, 26<sup>th</sup> March from 12 - 4 pm.**

The aim is to bring together local residents and community groups/projects to take part in activities, learn more about what is going on locally, make new connections, enjoy some food and have fun.

For more details please contact [lamccg.northwood-ehs@nhs.net](mailto:lamccg.northwood-ehs@nhs.net)

## **Going on-line to contact the practice or other NHS Services**

Please e-mail [northwoodgroupppg@gmail.com](mailto:northwoodgroupppg@gmail.com) if you would be interested in events to help with access to on-line services, either for yourself or for those you care for.

In the mean time, those wanting help to get on-line may be interested in the “tea and tech” drop in events organised on Fridays, 10.00 – 12.00 at the Upper Norwood

Library Hub. These give group support for those wanting help to install apps, transfer files, set up or recover accounts, develop their digital skills, feel safer online and have fun. Further details are here: <https://clearcommunityweb.co.uk/calendar/>

The practice is piloting a programme from [Holly Health](#) to provide patients with 6 months of free digital coaching, for healthy habit changes. The app can help you to feel physically and mentally better and find new energy and motivation. Patients at NWGP can sign up here: <https://hollyhealth.io/northwoodgroup> . More details were given in the [February Practice newsletter](#)) and feedback from those already using the app would be most welcome.

## Local Dementia Friendly Activities

**Home Instead Rose Café:** A free and friendly informal group for over 65's and their carers to enjoy a healthy snack and engage in a range of activities: seated exercise, music, arts and craft, bingo, and board games.

- **Thursdays 11am-1pm**, The Old Library, 14-16 Knights Hill, West Norwood, SE27 0HY.
- No charge but Guests will need to arrange their own transportation. To reserve your place please call 07949874838 or email: [kemi.browne@homeinstead.co.uk](mailto:kemi.browne@homeinstead.co.uk)

**Living Well – People in Lambeth:** Friendship and support for people with dementia and those that care for them. People can enjoy a range of fun, creative activities including art, music and reminiscence.

- **Thursdays 1.30 – 3pm**, Lavender Hope CIC, Deronda Hall, Deronda Estate, 5 Jarrett Close, Tulse Hill SW2 3DG.
- £6 per attendee (no additional cost for carers). Carers welcome. Light refreshments provided. Please get in touch with Lydia if you are interested in joining us. 0208 318 9105 or [hello@age-exchange.org.uk](mailto:hello@age-exchange.org.uk).

**Café Create: Young Onset Dementia:** A group for those diagnosed under 65, living with young onset dementia, and their carers. People are invited to explore arts activities, while enjoying good conversation and meaningful support.

- **Tuesdays 11.30 am – 1.30 pm** West Norwood Library and Picturehouse, Community Room, 1 – 7 Norwood High Street, London SE27 9JU.
- £6 per attendee (no additional cost for carers). Carers welcome. Light refreshments provided. Please get in touch with Lydia if you are interested in joining us. 0208 318 9105 or [hello@age-exchange.org.uk](mailto:hello@age-exchange.org.uk).

## Postscript

The intention is to carry information on other activity programmes in future newsletters, Please e-mail [northwoodgroupppg@gmail.com](mailto:northwoodgroupppg@gmail.com) for an invitation to the next PPG planning meeting and/or if you would like to help produce the newsletter or provide information relevant to local health and wellbeing.