

# The Melbourne Grove and Hambleton Medical Practice

An introduction to our service and our team



# Who are we?

- ◆ Melbourne Grove currently serves c7500 patients in a practice area covering East Dulwich and Peckham, although we also accept patients living outside of the catchment area
- ◆ Hambleton Practice currently serves c5500 patients, based on Denmark Hill
- ◆ We are a strong and friendly team, who pride ourselves on creating a surgery with clinical excellence, holistic care, safety as a priority, and multi-disciplinary working
- ◆ We have a clear mission statement, and furthermore in recognizing the important role of Primary Care to the population, we have been expanding Melbourne Grove to a more “community centre” feel than purely for “health”
- ◆ Desire to work with the staff and Patients at The Hambleton to achieve a service to patients that meets their needs but also empowers them to have a “real” input into their care

# Who are we?

- ◆ We have 3 permanent GPs, and 4 nurse practitioner/practice nurses, 1 pharmacist and 1 healthcare assistant
- ◆ We are looking to expand the team with additional support from additional pharmacists, mental health nurses, practice nurses, GPs and paramedics
- ◆ We have a strong admin team which we are proud of, who we are continually up-skilling in their areas of interest (e.g. the Youth-PPG, diabetes support group, mental health awareness week, safeguarding scenarios, organisation of medical reports).
- ◆ Team morale is excellent, and we regularly have socials, bring-and-share lunches. We're more than colleagues, we're friends. And a team that values **everyone's** opinions at all times.
- ◆ Having met the transferring Hambleton reception team we have been extremely impressed with their obvious commitment and dedication to their patients

# Who are we?

- ◆ **Dr Love** is the clinical lead for the practice, and also leads in veterans scheme, safeguarding (including Prevent) and IG (Information governance and data sharing)
- ◆ **Dr Usmani** leads for education and training, and we have student doctors at the MG practice and would look to role out training status at the Hambleton Practice.
- ◆ **Dr Hashmi** – Minor Surgery, **Dr Etok**, **Dr Parvez**, **Dr Kamara**
- ◆ **Golam Morshed** is the practice manager. **Michelle Farrington** is assistant practice manager at MG
- ◆ We are cared for by Concordia Health, who provide governance support, HR and recruitment, payroll and finance, and give operational guidance
- ◆ Being in a larger organisation (but not too large as to lose sight of local needs) allows us to learn from events across a much wider population size and enhance quality improvement and learning for all

# A proud workforce: embedded in the health community

- ◆ We are an autonomous practice, deeply imbedded in the local health environment (CCG, Federation). We strongly believe the above come through in the care and support we strive to offer our patients
- ◆ Dr. Love is very active within the CCG, Dr Love is Chairman of CCG Council of Members
- ◆ Work closely with our federation (IHL), assist Federation to develop new pathways, including Holistic Health Assessments redesign, and the Community MDT, offering training to locality staff
- ◆ We have close links with district nurses, midwifery, health visitor, palliative care team (including clinician visits to St Christopher's), CGL substance abuse service



# Diabetes support group

- Regular meetings, since June 2016
- Attended by around 18-20 patients
- Group Consultations, which are very popular with patients and our staff have been specially trained
- Involvement of other professionals: Harry Ofori (Pharmacist)

# Patient Group, Volunteers and charities

- ◆ Active Patient Participation Group – speaking shortly
- ◆ Patient Charter
- ◆ Gardening Group/Walking Group/Park-Run
- ◆ Volunteer policy created, many patients are keen, a way to help social isolation, chronic illness, return to work etc.
- ◆ Regular charity endeavours: Macmillan, Barnardo's, World AIDS day, Sport Relief
- ◆ Book swap: for charity but also to attract patients into the practice and engage

# Active PPG(s)

- ◆ The full-PPG meets every quarter, and is becoming an autonomous force
- ◆ Strong voice on locality meetings
- ◆ Practice has been interviewed asked to do a presentation to the Southwark PPG network about the practice's excellence in this area
- ◆ Previously partnered with Nunhead Surgery PPG for a talk about dementia at Dulwich Hospital
- ◆ Carer's Support Group work



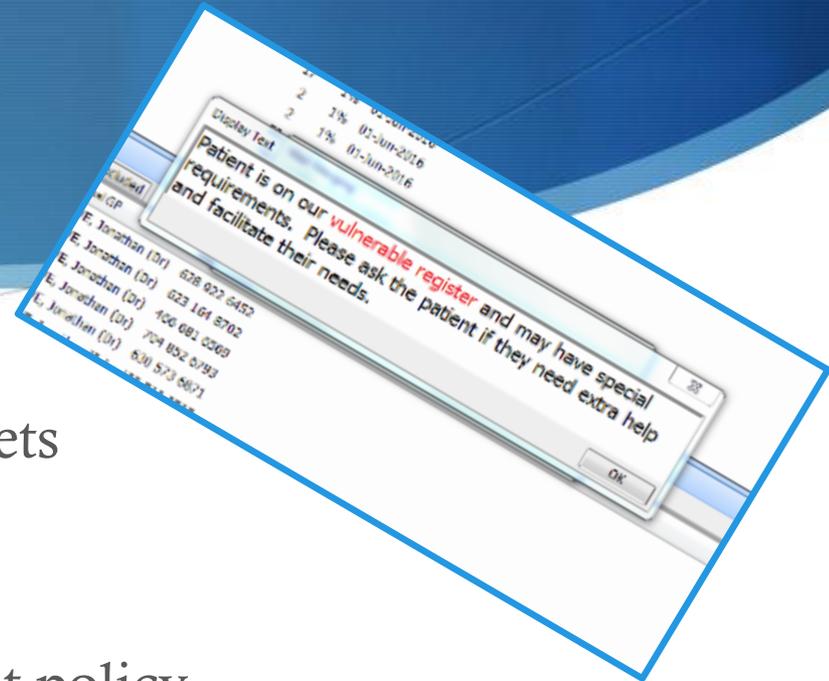
# Support Groups– Chronic Pain clinic



- ◆ Tuesday mornings dedicated appointments
- ◆ Runs along side our shared-care substance misuse clinic
- ◆ Dr Love and Sharon Peters working closely together
- ◆ Patients are called to this service, for chronic pain management
- ◆ Ties in with analgesia audits performed
- ◆ Holistic and CBT approach, trying to help patients decrease their medication analgesia

# Support -Vulnerable patients

- ◆ Newsletter information and leaflets
- ◆ Register kept
- ◆ EMIS alerts, and vulnerable adult policy
- ◆ Mita Datta(Safe and Independent Living “SAIL” Navigator), and IRIS support (Domestic abuse)
- ◆ Welcome packs for new patients



# Looking to the future

- ◆ “3 year plan” from the team, plus business plan
- ◆ Yr. 1 – The formation of a cohesively merged Practice – **“The Melbourne Grove and Hambleton Practice”**
- ◆ Yr1/2 Mobilisation and relocation to the new Dulwich Health Centre
- ◆ **How am I affected as a current patient?**
- ◆ Support for patients concerned with changes both this year (from 1<sup>st</sup> April 2019 with the dual site and those that are concerned re the relocation to DHC in 2020 – i.e Hambleton patients – i.e, distance – **How we will listen, assist and support**

# Looking to the future

- ◆ Extending the primary care workforce: e.g. Additional clinical pharmacist/paramedic/mental health nurses/HCA
- ◆ Moving to the Dulwich Hospital site 2020
- ◆ Minor ops (Dr. Hashmi) May 2019
- ◆ New parent support group/PPG
- ◆ Walking group (Julia Gale, practice nurse) & Parkrun
- ◆ Group consultations (with support from The ELC Programme)
- ◆ Community work/gardening Group/local VCS joint working

# How you can have a Voice and Help us achieve these plans together

- ◆ **Joining the PPG/slips are available to register interest- please ask before you leave**
- ◆ **NHS Choices- pls use to feedback**
- ◆ **Come and visit us at the Practice “Drop-in Sessions at MG and HD during the next year**
- ◆ **Email ideas into the practice:**
- ◆ **<http://www.mgmp.co.uk/>**

# Website Development



## Your voice

### Join Our Patient Participation Group!

Our Patient Participation Group (PPG) is chaired by patients and provides the practice with feedback on how we improve our service delivery to meet the needs of our patients. We are an enthusiastic group and are always looking for new members to contribute. You can share your voice with us in two ways:

**In Person** - We meet every few weeks to discuss the most topical elements of our practice. The meetings will be held locally and last approximately 1-1.5 hours. For information on our next meeting please contact our reception team.

**Online / Via Email** - If you want to play an active role in the development of the Practice from the comfort of your home, we invite you to provide us with your email address. We will contact you after every PPG to ask your views to help shape your local service, develop surveys, local priorities and keep updated on actions taken.

To join our PPG please email us at [souCCG.MGMP@nhs.net](mailto:souCCG.MGMP@nhs.net) or complete our online form.

### Complaints

Should you wish to make a complaint about our service in the first instance, please ask to speak to our Practice Manager. Alternatively, you can put your complaint in writing to the Practice Manager.

If the Practice Manager cannot resolve the issue or should you be dissatisfied with the outcome you also have the right to approach the following:

**Independent Complaints Advocacy Service:** 0300 456 2370  
Web: [www.pohwer.net](http://www.pohwer.net)

**The Parliamentary Ombudsman:** 0345 015 4033  
Web: [www.ombudsman.org.uk](http://www.ombudsman.org.uk)

**NHS England:** 0300 311 22 33  
Email: [england.contactus@nhs.net](mailto:england.contactus@nhs.net)

## Minutes of the last PPG Meeting

Please click on the link below to view the minutes of the last PPG meeting. We welcome

## Telephone:

020 8299 0499

### Our Update, Your Voice

If you would like to help shape your local services and priorities, provide input to patient surveys and keep updated on developments at the Practice via email, please enter your details below.

Mr ▾	First name *	Surname *
Email *	Postcode *	Submit

### Patient Participation Group Dates

You are invited to a patient meeting to find out about the new Melbourne Grove and Hambleton Practice.

- ▶ Tuesday 5 of March at 6 pm @ The Dulwich Grove United Reformed Church, E Dulwich Grove, SE22 8RH.

A letter with more information will be sent to all registered patients.

### Visit us

For whatever care you need, [click here](#) and see how we will help.

- Select all
- Print
- Read aloud

