

WALLINGTON FAMILY PRACTICE

Notes of the Patient Participation Group Meeting Held on Wednesday 11th January 2023

This meeting was held via Teams

Present:

Noor Sumun (NS) - Chair
Adrian Mann (AM)
Gareth Gregory (GG)
Jas Weir (JW)
Veronica Renwick (VR)
Ashish Pawargi (AP)
Dr Chris Roughley, Wallington Family Practice GP (CR)

Apologies: Jane Davies and Christine O'Donohue

1. Welcome – NS
2. Minutes of last meeting on 08.09.2022 were approved.
3. Follow up/Updates following previous meeting
 - a) **DNA policy:** To be circulated out to group by Angela Burrow Deputy Practice Manager
 - b) **Follow up on robot position:** (CR) will ask Angela Burrow for feedback on this and possibility of moving this.
 - c) **Patient call system:** (SK) was going to ask reception to check volume of calls and if there had been an increase or decrease following push for patients to use online access and new appointment system, no feedback from reception as of yet, (CR) to speak to reception and Dr Sheppard regarding increase/decrease in calls and ask Dr Sheppard to provide feedback.
 - d) **Practice Signatory on block text or appointment reminders:** (SK) was going to check with provider of iPlato text service whether message can be amended to include the practice name to help patient identify if the texts are legitimate or spam. (SK) hasn't left any feedback regarding this so (CR) will follow up with Angela Burrows and ask her to feedback regarding this.
 - e) **Annual patient survey** – (CR) hadn't been given any information regarding this so unable to provide any information or follow up. (CR) has asked Angela Burrows to follow up on this.
4. NHS APP Guide Update
(AP) working with Wallington Family Practice and few reps from other local GP surgeries on digital exclusion project which is aimed to support people with accessing online services. Step by Step guide has been created to help with registration to NHS app and how to use the NHS app to book appointments, order repeat prescription and access other online services. GP Surgeries are steering patient towards the NHS app, within the NHS app patients need to

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authenticate themselves with photo ID so the step by step guide explains this process with screen prints. (CR) informed group that every new registration will receive this step by step guide.

(CR) explained NHS app has more available then other patient access services, NHS app has links to NHS 111, appointments, referrals, progress on prescription requests, organ donations register etc.

(AP) will email step by step guide to PPG members, (AP) has a meeting with Nadine Wyatt SW London lead of digital exclusion project and they will be setting up centres to help people set up their online access. Sutton Volunteer Centre will be help with implementing this project and digital exclusion project are in the process of making a plan of how to reach as many patients as possible.

5. Wallington Family Practice Update

- a) Sarah Kavanagh, Practice Manager has now left the practice.
- b) Two New GPs: Dr Amirtha Ponnuswamy new salary GP doing 6 session a week Wednesday to Friday in view to possibly increase her sessions and Dr Sambavi Raviraj locum GP doing Tuesdays.
- c) Dr Lucy Oliver going on maternity leave in March 2023.

6. Appointment System

- a) (CR) stated appointment system changes are still under review and an ongoing project being reviewed by Dr Sheppard.
- b) (CR) explained regarding booking appointments in advance that GPs have two slots allocated to them daily to book patients in for follow ups if a GP needs to follow up with a patient a certain amount of days or weeks after their appointment, but these are currently morning only so may not work for school age children or patients who work in the morning. (CR) said these slot are still under review and there is possibly space for this to change in the future to allocate GP follow up appointments in the afternoon.
- c) Query regarding getting appointments with particular GP or follow up appointment with the same doctor, (CR) explained patients need to find out what day that particular doctor works and call up or use online access on that day. (CR) said patients can ask GPs what days they work to allow them to book follow up with them or ask reception what days they work or (VR) said a list of days each GP works is on the Wallington Family Practice website.
- d) (NS) asked is the appointment system working well at the moment, (CR) stated in his opinion the appointment system is phenomenally better, knows that appointment system is never going to please everyone and that some people to struggle with this system but compared to old appointment systems we can offer patient same day appointments rather than an appointments in 3 to 4 weeks' time. (CR) said appointment system is better in terms of management of appointments example given was if a GP is off sick then they don't have to cancel 30 prearranged appointments as they can just remove the GP session on the morning of the day they are unwell. (CR) noted practice is always looking at how we can improve and make changes if needed to the appointment system but the surgery has had positive feedback from patients following the new appointment system and GPs finding it better for management of patients and care.

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- e) (AP) said about the only issue he found was booking online for children age to 12 to 15, (CR) said best to discuss with reception as parents can assign themselves to the child accounts so they can book appointments online.

7. PRG meeting updates (NS)

- a) Local Pharmaceutical Committee. Previous query regarding patient no longer receiving paper copies of prescriptions to allow repeat prescription requests and patients not getting paper copy from pharmacies was raised with Sutton Pharmaceutical Committee which they have taken back and are trying to find out why certain pharmacies are not giving out paper copy of repeat prescription and patients have feedback that certain pharmacies are reluctant to give out paper copy even when requested by the patient.
- b) Damian Brady Sutton PCN did presentation with space community ward called Lavender Lodge within St Helier Hospital and what they have there it is for patient who are ready to be discharged from hospital and they monitor patients until they are ready to be released. (CR) gave update that it's an 18 bed community ward system and that the average length of stay so far has been 5.1 days and 86 staff which includes doctors, nurses, health care assistants etc. have been recruited.
- c) PRG are looking to do workshop to try and make the PRG more effective and hopefully this should be arranged within the next few month.
- d) PRG meeting had a presentation from Sutton Learning Disability Programme which was showing new chart that they have developed to support people with learning disabilities.
- e) PRG highlight issues at other surgeries with antisocial behaviour and also patient refusing to wear masks, (CR) said Wallington Family Practice has had past issues with antisocial behaviours and that reception have to deal with some unpleasant clients at times but the surgery has being better at managing those and escalating it and now have letters that can go out to patients trying to direct them to appropriate processes and explaining our processes and how we would like to be treated.

8. AOB

- a) (CR) asked to explain what a duty doctor is (CR) explained duty doctor refers to the doctor in the practice when the practice is open and the duty doctor will deal with any immediate urgent inquires and those patients that the surgery haven't been able to fit into the appointment system but need urgent review, (CR) explained duty doctor in the afternoon has urgent telephone triage list that patient who real need to be review by the GP on the day but aren't able to get an appointment can be put on.
- b) (AM) queried about text no longer going out to patient about bank holiday/Christmas closures and who to contact if patient have something urgent on these days. (VR) said about likely cost to having to send out text to all patients regarding bank holiday closures, she said patient can call on that day and the practice phone message will explain want to do in an emergency. (CR) said it is normally on the website but he will enquire about text messages being sent out to patients to inform them of bank holiday/practice closures.

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9. (NS) said PRG meeting held online on Wednesday 25th January 2023 from 6-8pm, but he is unable to attend asked if anyone would be willing to attend, (VR) said she is willing to attend PRG meeting.

10. Date of next meeting – **Wednesday 29th or Thursday 30th March 2023 date and time to be determined.** Please note that currently we plan for this meeting to be held face to face in the 2nd floor meeting room at Jubilee Health Centre. Please go to the 2nd floor waiting area where you will be collected from.