

# WALLINGTON FAMILY PRACTICE

## Notes of the Patient Participation Group Meeting Held on Wednesday 29 March 2023

This meeting was held in the meeting Room at Wallington Family Practice

### Present:

Noor Sumun (NS) - Chair  
Gareth Gregory (GG)  
Jas Weir (JW)  
Veronica Renwick (VR)  
Ashish Pawargi (AP)  
Robert Mann (RM)  
Angela Burrows (AB)  
Naila Khan – minutes (NK)  
Dr Helen Sheppard, Wallington Family Practice GP (HS)

**Apologies:** Adrian Mann, Christine O'Donohue and Jane Davies

1. Welcome and introductions were made– NS
2. Minutes of last meeting on 11/01/2023 were approved.
3. Follow up/Updates following previous meeting
  - a) **DNA policy:** circulated to PPG by Angela Burrow Deputy Practice Manager
  - b) **Follow up on robot position:** AB explained that the robot can't be moved due to the IT requirements; however, the table has been moved to make more room and this doesn't obstruct the queue from the Reception desk.
  - c) **Patient call system:** AB confirmed that there has been a significant drop in cancelled appointments since the introduction of the revised appointment system.
  - d) **Practice Signatory on block text or appointment reminders:** AB advised that the IPLATO system will be ceased at the end of the month as the ACCURX system will be the replacement and this has the Wallington Family Practice Signature at the end of the text. In addition, anyone who has a pre booked appointment will get a reminder texted to them and this also applies to patients who booked their appointments on the day.
  - e) **Changing telephone system-** AB. AB advised that Wallington Family Practice will be moving to a more enhanced digital phone system (in fact all Practices in Sutton will be getting this). It will link to the Clinical system and will bring up the patient details straight away on EMIS and will also publish stats on the volume of patients waiting for their call to be answered.
  - f) **Annual patient survey-** AB advised that the annual survey results has been shared with the PPG and the next survey is due to run from January to April 2023 and the results should be available towards the end of June 2023.
4. PRG update (NS):NHS APP Guide Update

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- a) AB advised that the 3 volunteers from the Sutton Volunteer Centre attended Wallington Family Practice and assisted the patients who needed help. (They also helped Shotfield Medical Practice as well) and advised the feedback from the volunteers that patients with an age group of 13-15 have problems setting this up due to legal age restrictions on the NHS APP. They also found that a husband and wife have issues when trying to access the app for each other.
  - b) NS advised there was a Patient Reference Group (PRG) Workshop held and they are awaiting the results of this to see what improvements can be made.
  - c) NS advised that there will be a PPG meeting on 21/4/2023 between 3 to 4pm at the Holy Trinity Church in Wallington which will be attended by Representatives of the Wallington PCN.
5. AOB:
- a) Jason Bailey is the new Practice Manager
  - b) Dr Lucy Oliver is now on maternity leave from March 2023.
  - c) Dr Helen Sheppard attend to answer any questions from the PPG:  
HS explained that we have seen a reduction of calls to Reception is in part due to the new appointment system  
NS said that for online appointment bookings, by the time the patient books the slot and then completes the booking fields, the slot has been taken. HS suggested that they could enter a very short reason and they also have the option to choose a F2F or telephone booking – this may speed up the process. AB will add this to the instructions on the website.  
HS also advised that patient can make use of the Out of Hours Hub Doctors (the number is on our website) and this can be access from 8 to 8, 7 days per week. Outside of these hours use 111.
  - d) NS asked for clarification on the correct process for patients who require annual reviews, who should book this? HS advised that either the patient or the GP can book this.
  - e) Pre bookable slots? HS advised that these can be booked Wednesdays evening and Saturday (alternate) mornings and these can be booked up to 4 weeks ahead by Reception.
  - f) HS advised the Spring Booster vaccinations will be given by Pharmacies to the over 70's and housebound patients only at this stage.
6. Date of next meeting – **Wednesday 28<sup>th</sup> June 2023 date 5 to 6pm**. Please note that currently we plan for this meeting to be held face to face in the 2<sup>nd</sup> floor meeting room at Jubilee Health Centre. Please go to the 2<sup>nd</sup> floor waiting area where you will be collected from.