

Minutes of Meeting
DMC Southwark Patient Participation Group Meeting
Date: 2nd February 2022
Time: 17:30pm-18:30pm
Via Teleconference and Chadwick Road

Attendance:

Apologies:

Name	Position / Organisation	Initials
Tim Pearce- Chair	Practice Manager- CPR/CR	TP
Dr Louise Toms- Whittle	Clinical Lead	LTW
		AF
		AT
	Via Teams	AF
		BR
	Via Teams	CW
		CW
		DJ
		DC
		DDF
		EB
		FJ
		GBH
		GF
	Via Teams	HC
	Via Teams	JB
		JP
	Present at Chadwick Road	KH
		LS
		LS
	Present at Chadwick Road	PR
		RS
		SK
		SP
		SDC
		TR
		TC
	Via Teams	WS
Emma Summers	Business Support Assistant- Minutes	ES

Item	Meeting Item	Lead
1.	<p><u>Welcome.</u></p> <ul style="list-style-type: none"> All attendees introduced themselves to the group. 	TP
2.	<p><u>Review of Actions from last meeting.</u></p> <ul style="list-style-type: none"> Schedule PPG quarterly meeting for 2022- The meetings will take place 3 monthly with the next meeting taking place on 04/05/22. Recruit stable clinical team- This has been completed. 14 Clinicians in total including 3 GP female Drs. Trial different operation models to improve appointment booking- This links into the conversation regarding the telephone lines. We previously had 4 lines which has now been reduced to 2 lines, general enquiries, and appointments. Additional staff are monitoring the telephones and the response time has improved. Engage PPG in the design process of the new website - send link- The website is currently on hold due to unforeseen circumstances regarding Covid-19 and the new omicron variant. The launch of the new website is estimated to be 1st March 2022. Organise consistency of process for booking patient follow up appointments- All follow ups are dealt with by the reception team. TP- Shared the organisational chart on screen which included the Clinical team and the new First Contact Physio position who is based at CR and available daily to support the borough. A new structure to the admin team was shared which includes a support team for Patients Services and a support team for Patient Documentation. HC- Asked the role of the Paramedic. TP explained they will support with home visits and admin, including patients with learning difficulties, mental health etc. 	TP
3.	<p><u>Covid Operating Update.</u></p> <ul style="list-style-type: none"> A sixth of the population of 7,000 have had covid and a fifth of the population have not been vaccinated. The teams are supporting the best they can under the circumstances and conditions of working through the pandemic. HC raised the question regarding a text sent to AF inviting him for a 4th vaccination as he was eligible and was offered to receive the vaccination on 27th January. If this date was not suitable, AF was advised to book an alternative appointment through the NHS app and requires a letter, but only a text was received. This process is confusing for the patients. TP will look into this. 	TP

<p>4.</p>	<p><u>New in- House Services (FCP)/extended hours trial.</u></p> <ul style="list-style-type: none"> • First Contact Physio service is now available onsite at CR. • CR will extend hours to include every other Saturday mornings 9am-12pm as part of a trial, which will not be advertised due to not enough Clinicians being able to commit to every Saturday. The group has suggested clinics to take place between 8am-1pm. (TP will review). The plan by spring 2022, is to have the nurse and midwife available to ensure all Saturdays are covered. The long-term plan is to have Flu clinics available to enable us to provide vaccinations at weekends if another variant appears. TP is open to suggestions to provide more services during the weekends. HC suggested a chiropodist service in CR. CW- Hearing aid clinic. • CW- Shared with the group, there is a dermatology Hub available in Dulwich village to support the increasing wait times at Guys and St Thomas hospital. Having the various hubs available to support in easing the pressure from the hospitals, is a positive development for the community. 	
<p>5.</p>	<p><u>PPG Free Talk.</u></p> <ul style="list-style-type: none"> • KH- Asked how many appointments are allocated to the GPs between 8am-9am for those patients who may need an appointment before going to work. TP will look into available appointments during this time. • HC- When will the patient access app/online be available to book own appointments and attend face to face appointments instead of triaging over the phone? TP- Face to face appointments were increased prior to the omicron variant but have reduced again. TP agrees we need to look at online booking options and opening more face-to-face appointments. • Regarding the First contact Physio and any future services. Reception staff will be trained to identify which service the patient requires and which medical professional to book an appointment with. • HC- Suggested a combination of OT and Physio services working together and to introduce a host hub for a variety of healthcare services to utilise the space at CR. Compliments were shared on the positive work and impact TP and team have had on the Southwark practices. • KH asked if there will be GP appointments on Saturday mornings? All agreed there would be a high demand for this service. TP added, at the moment Saturdays are being utilised for smear tests. Other services will be considered. • PR- Asked if SJ (Psychiatric nurse) will be permanent as he currently works 2 days a week. TP explained SJ lives in Kent and supports our Kent practice also. Jenny King will be replacing SJ and supporting going forward. • TP- The vision for the future is to introduce more services for our patients and to utilise the space at CR to provide a positive experience to the local community. 	<p>ALL</p>

6.	<p><u>Any Other Business.</u></p> <ul style="list-style-type: none"> • TP encouraged the group to contact him for any support between now and the next meeting. PR will be supporting TP host these meetings going forward with ES. • CW stayed on the call with TP/ES to discuss introducing Mindfulness sessions at CR for patients. These sessions would have a positive impact on mental health. CW also suggested going forward, the follow up process with patients could be more consistent. Speaking from personal experience, once a referral has been made, it would be supportive for the GP to follow up with the patient with a courtesy call or contact in some way. 	ALL
	<p>Date of next meeting: 4th May 2022 17:30</p>	