

**Minutes of Meeting**  
**DMC Southwark Patient Participation Group Meeting**  
**Date: 11<sup>th</sup> May 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
	Chairperson on behalf of the PPG- Present at CR.	PR
		AF
		CW
	Via Teams	HC
	Present at CR	JB
		KH
		WS
Emma Summers	Business Support Assistant- Minutes	ES

Item	Meeting Item	Lead
1.	<b><u>Welcome.</u></b>	TP
2.	<p><b><u>Review of Minutes and Actions from last meeting.</u></b></p> <p><a href="#">Minutes- CR- 2<sup>nd</sup> February 2022.</a></p> <p><a href="#">Action Log.</a></p> <ul style="list-style-type: none"> <li>Action Log was discussed and updated.</li> <li>HC- Asked if the Physio service will be available at CR as well as CPR? TP- Will look into this. The (FCP) First Contact Physio service is available for NHS and private referrals.</li> <li>JB- Asked if the appointment times and availability for GPs will be reduced as seen on the news? TP- No, the government are looking to extend the hours to appointments being available on Saturdays and Sundays to increase the number of appointments.</li> </ul>	TP
3.	<b><u>Presentation regard 'Improving patient Access'.</u></b>	TP

	<ul style="list-style-type: none"> <li>• TP discussed the presentation.</li> <li>• 48% of the population in Southwark have patient access online.</li> <li>• Patient sicknotes, Prescriptions and registrations- TP is proposing these be an online activity for patients to reduce the high levels of calls coming into the practice to enable the team to provide a higher quality service.             <ul style="list-style-type: none"> <li>○ HC- Advised, when booking appointments online you can only book 1 appointment and not multiple if you require a follow up appointment or have regular blood tests.</li> <li>○ A previous PPG member suggested to create a learning hub for those patients who are not confident using the online access. TP- has discussed with PR to support patients, on site, in the CR practice to use the “Patient online access” and guiding them through the system on a tablet and provide useful education to our patients.</li> </ul> </li> <li>• TP discussed the new admin team structure.</li> <li>• Navigation Pathway- TP shared on screen.</li> <li>• Recruitment- DMC will be advertising for various roles within Primary Care including banners outside the practice and online. Hiring GPs is proving to be challenging.</li> </ul>	
4.	<p><b><u>Open discussion Q. what volume of appointments (daily) % to be made available for online booking?</u></b></p> <ul style="list-style-type: none"> <li>• HC- Suggested to capture data of those patients who are aware we have this service available online and if they are confident in using the app compared to those who are calling in to the practice, an analysis of the reasons for the calls would be useful. Ideally 80% of appointments are preferred to be the target of online appointments.</li> <li>• JB- The app should be user friendly for the patients to use, technology can be confusing and have issues which will see the patients still calling into the practice. The patients may not feel assured their appointment has been booked and may call for confirmation.</li> <li>• PR- Agreed with HC and JB. PR will be able to support patients to use the online booking service. If the patients call and they are in a Queue, by the time their call is answered, all appointments may be gone.</li> <li>• TP- DMC aim by January 2023 is to have 60% of appointments available online. We will inform patients of the change and the reasons why and how this will improve the overall patient experience and service. The areas this will be trialled with is prescriptions, sick notes and registrations. HC- Added a focus area for the online access would be to allow 2-way communication through text message and the patients able to respond to the messages.</li> <li>• All members agreed to go ahead with plan discussed.</li> </ul>	ALL
5.	<p><b><u>Telephone appointment systems – is 8am the best time to open daily appointment?</u></b></p>	ALL

	<ul style="list-style-type: none"> <li>• Asked the group if 8am is appropriate for the patients to call or 5pm for the following day during the transitional period of moving to the target of online appointments. <ul style="list-style-type: none"> <li>○ JB- Suggested to keep both times.</li> </ul> </li> </ul>	
6.	<p><b><u>Consultation types.</u></b></p> <ul style="list-style-type: none"> <li>• More F2F appointments are being booked if the patient requests this type of appointment.</li> </ul>	ALL
7.	<p><b><u>Merger of Crystal Palace Road AND Chadwick Road PPG's.</u></b></p> <ul style="list-style-type: none"> <li>• There are currently 2 PPG groups in Southwark. TP has suggested to merge the groups together to discuss the practices as they will be engaging in the same processes and procedures. TP will discuss with the CPR PPG on 8<sup>th</sup> June 2022 to gain approval for the merge for the next meeting to take place in September 2022. <ul style="list-style-type: none"> <li>○ TP- Focus 1- To recruit more GPs.</li> <li>○ TP- Focus 2- To introduce more online services and to train patients to improve their online skillset with the support of PR.</li> </ul> </li> </ul>	TP
8.	<p><b><u>PPG Free Talk.</u></b></p> <ul style="list-style-type: none"> <li>• PR- Suggested to send out a questionnaire to all patients regarding the changes which are being made regarding online appointments? TP is sending out a survey to all patients for their feedback.</li> <li>• PR- Can we support our patients with Mental Health challenges, by organising a coffee morning or support group on a regular basis.</li> <li>• All agreed, TP and DMC have improved the positivity within the practice.</li> </ul>	ALL
9.	<p><b><u>Any Other Business.</u></b></p>	ALL
10.	<p><b>Date of next meeting: Wednesday 7<sup>th</sup> September 2022.</b></p>	