

**Minutes of Meeting**  
**DMC Southwark- CPR Patient Participation Group Meeting**  
**Date: 6<sup>th</sup> April 2022**  
**Time: 17:30pm-18:30pm**  
**Via Teleconference and Crystal Place Road**

**Attendance:**

**Apologies:**

Name	Position / Organisation	Initials
Tim Pearce- Chair	Practice Manager- CPR/CR	TP
		GP
		PR
Emma Summers	Business Support Assistant- Minutes	ES

Item	Meeting Item	Lead
1.	<p><b><u>Welcome.</u></b></p> <ul style="list-style-type: none"> <li>TP Introduced himself to the group.</li> <li>Attendees Introduced themselves.</li> <li>Attendees agreed to attend CR on the next PPG meeting as this has a meeting room.</li> </ul>	TP
2.	<p><b><u>Summary of where we are at.</u></b></p> <ul style="list-style-type: none"> <li>The aim is to build a PPG to discuss how the GP practice can support the patients with the PPG member's input. This is the first meeting being conducted at CPR. 2 meetings have taken place at CR which was very productive.</li> <li>All GP practices have faced challenges throughout the Pandemic including a reduction in staff, Clinicians, admin team leaving. It has been difficult to recruit these positions as some GPs have retired or become a locum as they are paid more than a salaried GP. When TP joined DMC, many complaints were received due to the lack of staff. We now have an admin team of 10 who are continuing to develop their skills, training is ongoing. The Clinical team is very minimal, and we heavily rely on Locums to support 70/30 mix of the team are locums. It is a continuing challenge to recruit contracted GPs.</li> <li>TP priority is to build the team culture and to ensure all the admin team provide excellent service and receive the appropriate training and Knowledge.</li> <li>The biggest challenge at the moment is consistency and the recruitment of GPs.</li> </ul>	TP
3.	<p><b><u>Terms of Reference.</u></b></p>	TP

	<ul style="list-style-type: none"> <li>• ES sent a copy of the Terms of Reference to attendees along with the agenda.</li> <li>• TP explained this meeting is confidential and we will not be discussing patient names and we will work together to improve local services.</li> </ul>	
4.	<p><b><u>Improving Patient Access (smoothing patient flow).</u></b></p> <ul style="list-style-type: none"> <li>• NHS have funded a 6-month programme to mentor us to review our operational processes and to provide support to improve the patient access.</li> <li>• The demand for appointments during the pandemic increased as we were conducting telephone consultations. Post pandemic- patients have varied preferences with regards to consultations being face to face or over the telephone. The telephone consultation may not always be convenient for the patient depending on where they are at the time the GP calls. An allocated time frame is given to the patient for the appointment. Appointment times are 10 mins.</li> <li>• PR shared- During all consultations, the GP asks the same set of generic questions at every appointment. TP agreed the questions should be minimal.</li> <li>• TP discussed the Action plan- <a href="#">AIP Action Plan- Phase 1.</a></li> <li>• TP-This plan will ensure the admin team book the patient with the relevant healthcare professional based on their needs. The aim is to be able to offer appointments online and pre book appointments and to offer alternative options.</li> <li>• GP suggested to explore the possibility of Mental Health services being available online for patients.</li> <li>• TP-The website has been updated to guide patients to book various services online and provide support. 2 members of staff will monitor the website and ensure it is updated. Prescriptions online will be available alongside the patient access hub. The aim is to support as many patients as possible through the online services to free up time for those more urgent patients who need to see a GP or call into the practice to book an urgent appointment. This will increase the staff's capacity to provide excellent customer service.</li> <li>• PR suggested to add the option of how blood tests are reviewed and communicated to patients. Eg via text if the results are not concerning. An option could be to add a tab on the website regarding blood test results.</li> <li>• TP explained the idea of creating text links which would be sent to patients, which would signpost them to the relevant service they have enquired about, if it is a service we do not provide. AgeLink Southwark can support patients with various tasks which are related to health and wellbeing.</li> <li>• DMC can provide referrals for patients to the local pharmacist.</li> <li>• The government employ local PCNs to support general practice.</li> </ul>	
5.	<p><b><u>PPG Free Talk.</u></b></p>	ALL

	<ul style="list-style-type: none"> <li>Hiring of more GPs- Job adverts are online and advertised with various recruitment company's. Are there any incentives for new GPs? Many GPs prefer to work as a locum. Referral scheme in place.</li> <li>All attendees are happy to attend the next PPG combined with the CR PPG. TP will discuss with the CR PPG on 4<sup>th</sup> May. More members are required from CPR practice.</li> </ul>	
6.	<b><u>Any Other Business.</u></b>	ALL
	<p><b>Actions</b></p> <ol style="list-style-type: none"> <li>Continue to training and upskill admin team – change JD to care coordinator aim land patient into the correct pathway 1<sup>st</sup> time / reduce duplication of tasks</li> <li>Recruit salaried clinical staff and provide consistently of care - priority GP's</li> <li>Implement smoothing patient flow program - aim: greater availability of appointments both via telephone and online - Pre bookable 3 weeks in advance</li> <li>Review how blood results are communicated to patients.</li> <li>Utilise website to reduce practice workload eg directing telephone traffic for prescriptions and sick note requested online</li> <li>Establish communication methods/systems to help signpost patients to local services NOT available via the practice eg dental</li> <li>Increase the number of patients engaged in the PPG</li> <li>Discuss with the Chadwick Rd PPG to consider merging PPG across both practice by Aug 22</li> <li>TP to explore the possibility of Mental Health Services being available online (Jenny King).</li> </ol>	
	<b>Date of next meeting: Wednesday 7th September 2022 17:30- 18:30</b>	