

Rushey Green site

The Primary Care Centre
Hawstead Road, Catford
London SE6 4JH
T: 020 7138 7150

Baring Road site

282 Baring Road
Grove Park
London SE12 0DS
T: 020 8857 5682

Meeting	Novum Health Partnership (NHP) Patient Participating Group (PPG)
Date	23 October 2024
Time	15:00 – 17:00
Location	Baring Road Medical Centre
Attendees	Natasha Zammit (NZ) - NHP (Guest)
	Cerys Smye-Rumsby (CS) - Chair
	Hilary (HC)
	Jeanne Mynett (JM)
	Elaine Curley (EC)
	Anthony Atherton (AA)
	Sue Hodge (SH)
Next Meeting Date	9 December 2024
Venue	Rushey Green and/or Via Teams
Time	15:00 – 17:00

1) Welcome, Introductions, and Apologies

- Meeting opened with a welcome to all attendees, introductions by each member, and apologies from absent members noted.

2) Feedback from 4 September Workshop, including Future Actions

The workshop was reviewed, with a focus on key actions moving forward.

A) Face-to-Face Patient Survey

- Purpose:** The survey aims to gather direct patient feedback on services to identify improvement areas and understand patient needs more comprehensively.
- Proposed Implementation:** Survey will be conducted in-person to reach a broader audience and include those who may not engage online.
- When & Where:** Specifics of timing and location will be coordinated to maximise patient interaction, likely during peak hours in common areas of the practice or nearby community hubs.
- Participants:** Volunteers to help with the survey - Sue and Suzy.

B) Older People Health Session

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- **Purpose:** The Older People's Health Session is to create a supportive and accessible environment for older adults to learn about and engage in proactive health practices. The session aims to address common health challenges faced by seniors, focusing on preventive strategies, lifestyle improvements, and support resources.
- **Participants** - Volunteers to help with the event – Anthony and Suzy.

3) Practice Report, including CQC Visit

The practice report highlighted current recruitment challenges, appointment booking feedback, and updates following a recent Care Quality Commission (CQC) visit.

- **Recruitment and Staffing:** Ongoing recruitment issues were discussed, particularly the difficulty in retaining and hiring local reception staff. Despite initial recruitment success, several recent hires retracted offers, often due to logistics. Agency staff are currently filling gaps. Continued efforts are being made to recruit staff.
- **Appointment Booking & Patient Feedback:**
 - Positive responses were received on the Friend & Family Test, highlighting excellent patient experiences with doctors, nurses, and the front desk team.
 - Challenges were reported with the NHS app; patients expressed difficulties with visibility and functionality. Natasha confirmed reception staff are advised to assist patients unable to book online and provide alternative solutions.
 - Some patients noted frustration with limited availability of in-person appointments and have requested improved access, especially for elderly or less tech-savvy patients.
- **CQC Visit:**
 - **Overview:** The CQC conducted its inspection on 25 September 2024. Staff continue to work intensively on preparations, ensuring compliance with previous action points highlighted by the CQC.
 - **Focus Areas:** Improvements were specifically made in record-keeping, vaccination checks, and ensuring compliance across reception and clinical staff roles.
 - **Outcome & Next Steps:** Preliminary feedback indicates that improvements have been made. Natasha emphasised the importance of continued compliance and improvements.

4) Details of Next Meeting

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- **Date & Time:** Monday, 9 December 2024, at 3:00 PM, with flexibility to adjust based on member preferences.
 - **Location:** Rushey Green site, with Teams online access available for virtual attendance to accommodate those unable to be on-site.
 - **Format Preference:** The group discussed adjusting future meetings to suit attendees, including a daytime slot to assist older members who may prefer daylight hours.

5) AOB (Any Other Business)

- **Upcoming Events & Support Groups:**
 - **AGM for National Association of Patient Participation Groups (PPGs):** Scheduled for Saturday, 16 November 2024. Cerys will attend via Zoom while other members can join a live stream.
 - **Cancer Support Group Launch:** A new cancer support group is being launched under the Christian network Firm Roots at King's Church, Downham, on Monday, 4 November 2024, at 12:00 PM. A Macmillan-supported group is also under development within the 7 Fields PCN to provide support to Lewisham residents.
 - **Alcohol Support:** The practice's Dr. Davis, a specialist in addiction treatment. Members expressed interest in understanding how AA groups and addiction support services could be integrated into future health events.
- **Virtual Meeting Protocols:** To improve communication in online meetings, members suggested using Teams' "Raise Hand" feature, and Cerys will ensure a designated moderator is watching for raised hands. A potential sound alert (ping) could be used to notify the moderator of any member raising their hand during discussions.