



## PATIENT PARTICIPATION MEETING

TUESDAY 13<sup>TH</sup> MAY 2025

FACE TO FACE/VIRTUAL MEETING CONDUCTED VIA TEAMS AT 12:00PM

### IN ATTENDANCE:

Kas Shackleford (KS) –Practice Manager

Federica Mortillaro (FM) -Reception Manager

Hayley Gibbins (HG)-Receptionist

Sam Blake-Administrator

Richard Ballerand (RB) –Chair (remote)

Mary

Nic (remote)

Philomena

### MINUTES:

FM opened the meeting and informed attendees that the meeting was being recorded to support accurate minute-taking and future reference. Attendees were welcomed, and it was noted that while the agenda was brief, members were encouraged to raise any additional items or questions during the meeting.

FM provided an update on recent GP appointments:

- Dr Daureeawoo has joined the practice as a permanent salaried GP, following a period of locum work. He works Tuesdays and Wednesdays (mornings and afternoons).
- Dr Toukan has also joined as a permanent salaried GP, working Mondays, Thursdays, and Fridays, after previously undertaking locum shifts at the practice.
- Existing permanent GPs include Dr May, Dr Scudder, Dr Brewer (Friday mornings), and Dr Harshey.

The practice currently has seven regular GPs, most working part-time. This level of continuity was highlighted as positive for a small practice, particularly given the widespread reliance on locum doctors elsewhere.

- A new full-time receptionist joined the practice two weeks prior to the meeting and is now working Monday to Friday.

- Zack, who works across reception and healthcare assistant (HCA) duties, remains with the practice and was on annual leave on the day of the meeting.

The Chair introduced a new Health Coach, Hani, who attends the practice once a week on Thursdays.

The Health Coach role is non-clinical and supports patients with:

- Smoking cessation
- Weight management
- Social prescribing and lifestyle-related concerns

Patients may self-refer online using a QR code, or be referred by a GP, nurse, healthcare assistant, or reception staff. For patients without smartphones or digital access, referrals can be completed on their behalf.

The group discussed the use of QR codes, and reassurance was given that staff are available to support patients unfamiliar with digital tools.

HG outlined the role of the practice's Digital Champion, who supports patients with:

- NHS App registration and use
- Virtual meetings (such as accessing teams, instructions now available on our website as pts wanted to know how we can conduct our meetings remotely)
- General digital guidance (including QR codes)

Support is provided informally at reception, and patients may also be signposted to Community Corner services for additional help with forms and digital access. The practice remains committed to maintaining non-digital alternatives where needed.

An update was provided following attendance at a recent NHS Digital Champion workshop:

- Many practices reported similar challenges with patient engagement and usability of the NHS App.
- App functionality varies by practice, which can cause confusion for patients.
- The NHS intends to gradually consolidate multiple digital systems into the NHS App, reducing the need for multiple logins.

HG demonstrated key features of the app, including:

- Appointment reminders and messages
- GP test results
- Hospital correspondence and imaging results (often accessed via *Patients Know Best*)

It was noted that some hospitals operate separate systems, which can limit full integration.

HG&FM confirmed that:

- GP appointments can be booked via the NHS App at this practice.

- Extended-hours appointments, including weekends, are increasingly available and are usually released on Friday afternoons.
- These appointments generally begin with a telephone consultation, with face-to-face follow-up arranged if clinically appropriate.

Appointments may take place at local hub sites, and clinicians can arrange onward referrals or communication with the patient's registered GP as required.

- Practice staff, including Zach and Asma, have completed NHS App training.
- Additional staff members are scheduled to attend further training sessions.

It was noted that improving staff familiarity with digital systems supports more effective patient guidance.

A patient representative requested clarification on the My Care My Way service.

The Chair explained that the service:

- Is non-clinical
- Primarily supports patients aged 65 and over
- Works alongside GPs and the wider practice team

Support includes:

- Assistance following hospital discharge
- Arranging home adaptations and equipment
- Transport to appointments
- Support with benefits and form completion (e.g. PIP, Universal Credit)
- Appointment coordination and social support

Members were reassured that patients should not feel concerned about overusing the service, as it is designed to identify needs and escalate appropriately to clinicians when required.

Members commented on:

- The comparatively strong availability of NHS resources in West London
- The importance of reassurance and communication for vulnerable patients
- Appreciation for the practice's supportive and patient-centred approach

Members were asked to confirm that the practice holds their correct email contact details.

FM thanked all attendees for their participation and contributions. The meeting was formally closed.