NOVUM HEALTH PARTNERSHIP

www.novumhealth.co.uk

Email: lewccg.g85633-general@nhs.net

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	17 March 2025
Time	15:00 – 17:00
Location	Rushey Green
Attendees	Natasha Zammit (NZ) - NHP (Guest)
	Cerys Smye-Rumsby (CS) - Chair
	Suzy Wilkinson (SW)
	Jeanne Mynett (JM)
	Ralph Cockram
	Anthony Atherton (AA)
	Sue Hodge (SH)
	Dr Edd Morris (EM) – NHP (Guest)
Next Meeting Date	23 April 2025 – 15:00 – 17:00
Venue	Baring Road and/or Via Teams
Time	15:00 – 17:00

1) Welcome, Introductions and Apologies
- CS opened the meeting and welcomed attendees.
- RC introduced himself, sharing his motivation for joining and raising concerns about the complaints process.
- **Apologies:** Elaine and Hilary.
- Jen was expected but absent due to health reasons.

2) Minutes of Last Meeting and Matters Arising
- **Issue:** No official minutes available due to transcription issues.
- **Discussion:** Need for more consistent and accurate note-taking.
- **Action:**
    - *PPG member to volunteer to take meeting notes.*

3) Chair's Report
- Positive feedback on collaboration with medical students at Paxton Court.
- Plans to run **face-to-face patient surveys** using short, simple questions in waiting areas.
- **Action:**
    - *Chair to liaise with Dr. Walters regarding the frailty clinic as a possible location for piloting the patient survey.*
    - *SH and other PPG members to assist in running surveys where feasible.*

4) Practice Report
- **Key points:**
    - High post-holiday demand for appointments.
    - New telephone triage support system launching 1 April.

Dr Judy Chen   Dr Shashi Arora   Dr Alberto Febles   Dr Edward Morris

NOVUM HEALTH PARTNERSHIP

www.novumhealth.co.uk

Email: lewccg.g85633-general@nhs.net

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

o   Occasional suspension of online triage due to staff shortages and high demand.
- **Action:**
    o   *Practice to ensure more accurate configuration of triage system downtime.*

5) Review of Complaints Procedure
- Multiple versions of the complaints guide exist, causing confusion.
- Concern about inaccessibility and lack of confirmation when submitting complaints via the website.
- **Actions Agreed:**
    o   *NZ to revise/update simplified one-page "Quick Guide" to the complaints process for patients.*
    o   *Update the main complaints procedure on the website to reflect the correct generic email inbox.*
    o   *Investigate why the complaint form link occasionally disappears from the website.*
    o   *Practice to confirm whether patients can receive a copy of their submitted online complaint.*

6) Discussion of Co-Production
- Led by Anthony. Emphasis on meaningful patient involvement in planning, not just consultation after decisions.
- Mixed views expressed about levels of involvement – some prefer local service input over high-level strategy.
- **Actions Agreed:**
    o   *Chair to invite a representative (e.g., Fiona) from the ICB to a future meeting to explain the Integrated Neighbourhood Teams model.*
    o   *Members to continue identifying local opportunities for patient involvement (e.g., new services or pilots).*

7) AOB (Any Other Business)
- **Carers Support:** Resources found by Natasha, to be shared across local networks and residential settings.
- **Alzheimer's Talk:** Scheduled for **Friday, 28 April at 11:00am**, Paxton Court Lounge.
- **Next Meeting:** Wednesday, **23 April at 3:00pm**, Baring Road Surgery.

4) Practice Report *(Updated)*
- **Key points:**
    o   High demand for appointments and changes to triage processes.
    o   Concerns raised over minor eye care services and unclear NHS charging via outsourced services (e.g., Boots).
    o   Confusion around Pharmacy First schemes and lack of consistent communication to patients.
    o   *Natasha to contact the ICB and pharmacy regulators to raise concerns about unclear NHS guidance and inconsistent patient charging at Boots under the Pharmacy First*