

## 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	24 April 2025
Time	15:00 – 17:00
Location	Baring Road
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)
	Paul Howy (PH)
	Jen McLennan (JM)
Next Meeting Date	02 June 2025 TBC
Venue	Rushey Green
Time	15:00 – 17:00 TBC

### 1. Welcome, Introductions and Apologies

#### Notes:

- Welcome extended to all attendees, reminder to silence phones.
- New member Jenny introduced.
- Attendees shared their names, surgery affiliations, and favourite decades as an icebreaker.

#### Actions:

- Update member list with Jenny's details. (NZ)

### 2. Minutes of Last Meeting and Matters Arising

#### Notes:

- Minutes reviewed; no major amendments noted.
- Outstanding action regarding ICB and pharmacy concerns communicated but awaiting response.
- Complaints procedure under review – changes in handling and access discussed.

#### Actions:

- Present complaints analysis July's meeting. (NZ)

### 3. Chair's Report

#### Notes:

- Informal visit to Bromley by Bow Health Centre reported – insights into integrated services.
- Discussion around potential for similar multi-agency and peer-led initiatives locally.
- Mention of support needs for bereavement (e.g., grief cafés).

#### Actions:

- Explore feasibility of similar multi-agency collaboration. (Chair)
- Research local grief cafés and share with group. (Chair)

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## 4. Practice Report

### Notes:

- Update on complaints system and efforts to digitize processes for transparency and tracking.
- New call handling service by ambulance team discussed.
- Data protection and communications concerns (e.g., WhatsApp usage) raised by members.
- Suggestion to simplify digital and clinical jargon for patients (e.g., glossary on website).

### Actions:

- Develop patient-friendly glossary for digital tools and acronyms. (NZ)
- Continue refining call triage system and monitor patient experience. (NHP)

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## 5. Updates from Members

### Notes:

- Concerns about diagnostic delays and under-referral due to cost-saving initiatives.
- Interest in lobbying against potential "£20 per non-referral" incentives.
- Personal stories shared about delayed diagnoses due to systemic issues.
- Suggestion to contact MPs and consider collective patient response.

### Actions:

- Draft letter or statement expressing patient group's concern about referral incentives. (PPG Members)
- Seek legal or advocacy advice to support the initiative. (PPG Members)
- Add update on this to the next agenda. (PPG Members)

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## 6. Review of Terms of Reference

### Notes:

- No major changes proposed.
- Discussion about flexibility in structure: formal committee + wider patient experience group.
- Suggestion to include clinicians or patient representatives with lived experience in decisions.

### Actions:

- Consider formalizing patient experience group with clear remit. (PPG members)
- Adjust wording on GP partner attendance frequency if required. Add in delegate can attend on Partners behalf. (NZ)
- Review and confirm TOR at next AGM or earlier if needed. (Chair)

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## 7. AOB (Any Other Business)

### Notes:

- Concerns raised about reliability of pathology lab results (Synnovis).
- Worry over GP incentives not to refer to hospital.
- Website and communication clarity noted as areas needing improvement.

### Actions:

- Investigate Synnovis lab accuracy issues and raise at internal practice meeting. (NZ)
- Bring referral incentive concerns to practice. (NZ)
- Update PPG section of the website and ensure regular maintenance. (NZ)
- Date and Time of next meeting to be confirmed. (NZ)