

# 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	02 June 2025
Time	15:00 – 17:00
Location	Rushey Green
Attendees	Dr Judy Chen (JC)) - NHP (Guest)
	Cerys Smye-Rumsby (CS) - Chair
	Suzy Wilkinson (SW)
	Hilary
	Ralph Cockram
	Anthony Atherton (AA)
	Sue Hodge (SH)
Next Meeting Date	01 September 2025 – 15:00 – 17:00
Venue	Baring Road and/or Via Teams
Time	15:00 – 17:00

- **Meeting Apologies:** Chair mentioned that no apologies were received for the meeting, but a new member, Ines, might join the PPG. Chair spoke to Ines' daughter to inform her about the meeting.
- **Farewell to Mythily and Jean:** All discussed the departure of Mythily and Jean from the practice. Mythily had been with the practice for many years, and Jean moved to another practice. Chair suggested passing around a thank you card for Jean.
  - **Mythily's Departure:** Had been with the practice for many years and gave four weeks' notice before leaving. She was on sick leave during this period but returned for a farewell lunch.
  - **Jean's Departure:** Jean moved to another practice and emailed Chair and Natasha to thank her for everything. Chair suggested passing around a thank you card for Jean during the meeting.
- **Complaints Analysis:** Chair mentioned concerns about tracking complaints and Natasha's plan to report back with an analysis of complaints in the July meeting.
- **Universal Care Plan:** All discussed the Universal Care Plan (UCP) for frail patients and those with serious conditions. Dr Chen explained that UCPs are available to any patient in London and are useful for multi-agency collaboration.
  - **UCP Availability:** Universal Care Plans (UCPs) are available to any patient in London and are particularly useful for frail patients and those with serious conditions. They facilitate multi-agency collaboration.
  - **UCP Implementation:** UCPs are implemented through collaboration between various agencies involved in a patient's care. They help ensure that all relevant information is available to emergency services and other healthcare providers.

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- **UCP Statistics:** Dr Chen mentioned that 3,000 UCPs are issued every month in the London region. The practice aims to increase the number of UCPs issued to meet the target set by the health authorities.
    - **UCP Benefits:** UCPs provide a comprehensive plan for patients, including their preferences for care and important medical information. This helps ensure that patients receive appropriate care, especially in emergencies.
  - **Synovus Lab Accuracy:** members and Dr Chen discussed concerns about the accuracy of Synovus lab results, particularly related to potassium levels. Dr Chen explained that the issues are mainly due to the delivery system and that complaints have been fed back to the company.
    - **Potassium Level Issues:** Dr Chen explained that the main issue with Synovus lab results is related to elevated potassium levels, which are often due to delays in the delivery system. This can cause unnecessary panic and emergency visits.
    - **Complaint Feedback:** Complaints about Synovus lab results have been fed back to the company. Dr Chen mentioned that there have been several complaints overall, and the health board is aware of the issues.
    - **Impact of Cyber Attack:** Dr Chen mentioned that a cyber-attack last summer significantly impacted the routine processing of blood tests, contributing to the issues with Synovus lab results.
  - **Communication with Hospitals:** Members and Dr Chen discussed the challenges in communication between hospitals and GP practices, including the lack of direct access to hospital systems like Epic. Dr Chen explained the process of handling clinic letters and discharge summaries.
    - **Communication Challenges:** There are significant challenges in communication between hospitals and GP practices due to the lack of direct access to hospital systems like Epic. This results in delays and manual processes for transferring information.
    - **Handling Clinic Letters:** Clinic letters and discharge summaries are sent to GP practices via email or document handling systems. These documents are then manually coded and added to patient records by administrative staff.
    - **Document Handling Process:** Dr Chen explained that the practice has a team of document handlers who process clinic letters and ensure that any required actions are passed on to clinicians. This process is intended to be completed within a week.
    - **Discharge Summaries:** Discharge summaries are considered part of clinic letters and are reviewed by GPs. The information is then used to update patient records and make necessary adjustments to treatment plans.
  - **Telephone Access Improvement:** Dr Chen explained the pilot project to improve telephone access by using CalleeEast, an ambulance service, to pick up calls if the wait time exceeds 5 minutes. Members mentioned that sometimes calls are redirected to CalleeEast even before 5 minutes.

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- **CalEEast Pilot:** The practice has implemented a pilot project with CalEEast, an ambulance service, to pick up calls if the wait time exceeds 5 minutes. This is intended to improve telephone access and reduce missed calls.
- **Technical Issues:** members mentioned that sometimes calls are redirected to CalEEast even before the 5-minute threshold. Dr Chen acknowledged this issue and suggested it might be due to technical reasons or specific times when all receptionists are in meetings.
- **FibroScan Clinic:** Dr Chen announced the new FibroScan clinic at Rushey Green, in cooperation with Kings liver unit, to scan patients at high risk of liver fibrosis and screen for hepatitis C.
  - **FibroScan Clinic:** The new FibroScan clinic at Rushey Green, in cooperation with Kings liver unit, scans patients at high risk of liver fibrosis and screens for hepatitis C. This initiative aims to improve early detection and treatment of liver conditions.
  - **Patient Criteria:** Patients are called up for the FibroScan clinic based on specific risk factors, including BMI, cholesterol levels, and diabetes. The clinic aims to scan over 1,000 patients identified as high risk.
  - **Benefits of FibroScan:** The FibroScan clinic provides easier access to liver scans, reducing waiting times for referrals and improving early detection of liver fibrosis and hepatitis C. This collaboration with Kings liver unit is seen as a significant positive development.
- **Survey on Long-Term Conditions:** Chair mentioned that Sue offered to lead a survey on patients with long-term conditions, which will be conducted in clinic waiting rooms.
- **Next Meeting Dates:** Chair confirmed the upcoming meeting dates: **23rd July at Baring Road (Meeting Cancelled), 1st September at Rushey Green (changed to Baring Road)** and 5th November at Baring Road.

## Follow-up tasks:

- **Recording Confirmation:** Confirm if the meeting recording is automatically saved and accessible for future reference. (Tarika)
- **Thank You Card for Jean:** Pass around the thank you card for Jean during the meeting for everyone to write a message. (Chair)
- **Complaints Analysis Report:** Submit an analysis of complaints to be reviewed in the July meeting. (Natasha)
- **Universal Care Plan (UCP) Usage:** Determine how many Universal Care Plans (UCPs) have been issued in the practice and report back. (Natasha)
- **Grief Cafe Information:** Double-check and confirm the existence of a grief cafe at Goldsmiths Community Centre. (Natasha)
- **Synovus Lab Accuracy:** Investigate and report back on the accuracy issues with Synovus lab results, particularly regarding potassium levels. (Dr Chen)

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- **Communication with Hospitals:** Review and improve the communication process between hospitals and the practice, ensuring timely receipt and action on patient information. (Dr Chen)
  - **General Email Address:** Provide the general email address for the practice that can be used for any queries or concerns. (Natasha)
  - **Telephone Message Review:** Review and potentially shorten the telephone message to improve patient experience.(Marsia)