

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	05 November 2025
Time	15:00 – 17:00
Location	Baring Road
Attendees	Natasha Zammit (NZ) - NHP (Guest)
	Cerys Smye-Rumsby (CS) - Chair
	Suzy Wilkinson (SW)
	Paul Howell
	Ralph Cockram
	Anthony Atherton (AA)
	Sue Hodge (SH)
	Gillian Law
	Jennifer McLennan
Apologies	Hilary Cavagnoli
Next Meeting Date	19 January 2026
Venue	Rushey Green
Time	15:00 – 17:00

1. Welcome and Apologies

- Meeting opened with introductions from all attendees.
- Long-standing and new members present; demographic of attendance noted.
- Apologies received from members unable to attend (names not provided in transcript).

2. Minutes of Last Meeting & Action Log

- Minutes were circulated promptly after the previous meeting.
- **Page numbers** requested by Ralph have been added.
- **Citizens Advice service:** likely discontinued due to funding; practice to confirm and update PPG if an alternative location is found.
- **PCN changes:** Novum has moved from Sevenfields to the newly formed Ravensbourne PCN.
- **Social prescribers:** Service unchanged; still active though locations may vary. Referral numbers to be checked by practice.
- **Document handling & communication:** No delays reported by admin team; further clarification needed regarding specific patient concerns.
- **Test results:**

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- Normal results automatically visible on NHS App.
 - Slightly abnormal results generate routine follow-up within two weeks.
 - Clinically urgent results should be actioned by GPs on the day they arrive, not held for the requesting GP's next session.
 - Issues acknowledged with external hospital systems lacking integration with GP records.
 - **Laboratory and sample issues:** Concerns raised about Synnovis quality, delayed processing, and incorrect requests for clinician PINs; practice to audit and escalate externally as needed.
 - **AI transcription (Accurx Scribe):** Concerns noted about inaccuracy at hospital clinics; importance of patient consent and accuracy checking stressed.

3. Chair's Report

- Visit to *Healthwatch Lewisham* – interest in supporting PPGs and patient experience groups; could be invited to a future meeting.
- Work underway to gather views from children and young people on health and wellbeing.
- Cancer screening update: leaflet available; discussion on low uptake and ways PPG can help promote awareness.
- Parish nurse scheme developing in local community groups.

4. Practice Report

- Two new GPs joined in September:
- Physician Associates (PAs): 6 in total, rotating across sites, reporting into Dr Morris. They cannot prescribe but undertake extended assessments and clinical tasks under supervision.
- Staffing turnover minimal; recent GP departures due to relocation.
- PCN resources increased: four pharmacists now supporting medication safety and audits.
- Flu and COVID vaccination:
 - Booked appointments more successful than walk-ins.
 - Saturday clinics ran at both sites when possible.
- Accurx Scribe AI note-taking trial ongoing; clinicians report strong accuracy and efficiency. Dr Morris to demonstrate at next meeting.

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5. Arrangements for AGM

- Date Agreed: **19 January 2025 at 3pm**, Rushey Green.
- Hybrid option discussed (Teams/Google Meet); technical issues to be checked.
- Secretary/Note-taker to be elected at the AGM.

6. Any Other Business (AOB)

- Request for clearer communication when booking appointments for dependents; example given of child's appointment being mis-assigned to parent.
- Continued concern over external hospital communication and AI-transcribed errors; suggestion to escalate through Healthwatch.
- Discussion about whether accuRx scribe could be used to assist with PPG minutes—needs checking.
- Request for clinicians and staff to consistently wear ID badges.