

**South Southwark Locality Patient Participation Group  
Minutes of meeting held on Tuesday, 14 May 2019  
5.30 to 7.30pm  
Cambridge House, 1 Addington Square SE5 0HF**

<b>Patient name</b>	<b>Practice represented</b>
Joan McIvor (JM)	Forest Hill Road Group Practice
Tina Thorpe (TT)	Forest Hill Road Group Practice – moving to 306
Triloki Mehrotra (TM)	Forest Hill Road Group Practice
Monica Beadle (MB)	Acorn and Gaumont
Bob Skelly (BS)	Elm Lodge Surgery
John King (JK)	Melbourne Grove and Hambleden
Judy Haken (JH)	Melbourne Grove and Hambleden
Lucia Annear (LA)	Elm Lodge (was Forest Hill)
Heather Smith (HS)	The Nunhead Surgery
Celia Cronin (CC)	Princess Street Surgery
Esther Choutsedjem (EC)	AT Medics at the Lister
<b>In attendance</b>	
Rob Davidson	Clinical Lead, NHS Southwark Clinical Commissioning Group
Rosemary Watts (RW - chair)	Head of Membership, Engagement and Equalities, NHS Southwark Clinical Commissioning Group
Bola Olatunde (minutes)	Membership and Engagement Manager, NHS Southwark Clinical Commissioning Group
<b>Apologies</b>	
David Cooper	Dr Aru (at the Lister)
Liz Sibthorpe	St Giles Surgery
Raymond Cole	St Giles Surgery

### 1. Welcome, introductions and apologies

RW welcomed everyone to the meeting and reminded attendees of housekeeping, including ground rules. She invited attendees to share any further comments or questions on post-it notes provided, as there may be limited time for all questions during the meeting. RW reminded attendees of their role as representatives of their surgery PPG. She invited introductions and noted apologies.

### 2. Minutes of 12 March 2019 meeting and matters arising

Minutes agreed as accurate further to clarification below:

- Page three of the minutes to read: Elm Lodge Surgery holds four PPG meetings per year.

## Matters arising

- It was noted that TM is the new chair of Forest Hill Road Group Practice PPG
- RW reminded the meeting that the NHS App went live for Southwark patients on 6 May 2019. She further highlighted some of the key aspects of the app, including registering to be an organ donor and ordering repeat prescription. She noted that the app is currently unable to accommodate online consultation until late 2019.
- TT noted that several layers of security settings required to use the app may create barriers, which could discourage widespread use. It was noted that comments about the challenges of using the app will be shared with NHS England.
- RD acknowledged that concerns about current challenges with logging on has been shared on social media.

### 3. Update on the development of the health centre in Dulwich

RW was noted that further to previous updates shared: architect's video animation/ fly-through, report from the workshop on the architect's initial proposed internal design features in October 2018 and a feedback session in March 2019, a revised video animation/fly-through has been created. Update on signages, features and facilities were highlighted.

Use of numbers and darker colours were noted to signpost people around the building easily with emphasis on people with dementia and those who are visually impaired.

It was noted that discussions are ongoing on developing an art strategy with Community Southwark at the Creative Arts Network as well as how best to use the voluntary sector space with a meeting planned for later in May with voluntary sector provider organisations.

RW noted that a naming competition for the health centre will be set up early summer to identify best name for the health centre.

RW reminded the meeting that JK and TT are representatives from south Southwark PPG at the Dulwich Delivery Board. She invited questions and comments.

Comments and questions shared include:

- Extensive engagement that has been undertaken to date is commendable.
- Location of the dialysis unit and children services on the ground floor could be an issue due to possible noise from children. RW noted that these were at the far sides of the ground floor with the garden in between the two spaces.
- Is there opportunity to have private conversation at the reception? RW noted that the final design of the reception desk is taking place and this is being considered.
- Is it only Hambleton and Melbourne Grove moving into the new health centre? RW noted that this is the only GP surgery moving into the building but the other services are open to all patients registered with GP in south Southwark.

- Would noise from Charter School affect health centre service users? RW noted that the building is double glazed so this should not be an issue
- Is the health centre still part of King's College? RW noted that some King's outpatient services will be provided in the health centre.
- Would there be limited or no parking policy at the health centre to increase the centre's green credentials? RW noted that there is some limited parking at the health centre and there are drop off points and that it is near public transport links (buses and trains) and we are exploring how to ensure people not using the health centre do not use the parking spaces.

[Full animation and further information can be viewed in 'building the health centre' page of the CCG website.](#)

#### 4. Discussion on GP appointments

It was noted that discussion on GP appointments is on the agenda further to several comments by patients about the challenges of GP appointment system at their respective GP surgeries.

- **Forest Hill Road Group Practice:** TT noted a recent change to the appointment system at the surgery, further to patients having to wait up to six weeks for an appointment with a named doctor. It was highlighted that a recent PPG/GP meeting at the surgery suggests need for changes to promote better GP appointment system
- **Elm Lodge Surgery:** BS noted that a recent PPG meeting was devoted to discussion about GP appointments. It was highlighted that there is a wait for GP appointments due to reduced number of GPs at the surgery.
- **The Lister Practice:** EC commended the flexibility of online GP appointment system at the surgery. She further noted that a new telephone handling system has also improved access to GP appointments over the telephone.
- **The Acorn & Gaumont House Surgery:** MB remarked that her access to GP appointments at the surgery is mainly by telephone and has not changed. She also noted that a telephone triage system was introduced at the surgery to manage GP appointments.
- **Hambleton Practice:** JK advised that the GP appointment system has not changed since the new provider (AT Medics) has been in place. He added that usual wait time is two weeks for non-urgent appointments.
- **Melbourne Grove Practice:** JH reported that the surgery is currently looking into its GP appointment system. She added that the current system requires patients to queue up at the surgery or go online at stated times for both on day morning and afternoon appointments. She further noted that non-urgent appointments can be booked four weeks in advance.
- **The Nunhead Surgery:** HS explained that she has observed that queues outside the surgery have stopped. She added that appointments can be booked one week in advance.

RW recognised the changes some GP surgeries have put in place to facilitate more effective and efficient access to GP appointments.

RD offered that to ensure service is effective, it is important to give patients access to GP appointments according to the urgency of their illness. To this end, he stressed the importance of getting the triage process right. He further highlighted the importance of investing in a good telephone system to manage patient access efficiently.

It was noted that better use of pharmacists should be encouraged in relation to medicine and medicine management.

Questions and comments shared include:

- Ensure support staff are properly trained
- Better use of allied health care professionals
- Will online booking system work well with telephone systems?
- Useful for patients to take responsibility for helping to manage appointments by cancelling appointments when you do not need them
- Make cancelling appointments easier for patients - making the right thing to do the easy thing to do
- Better patient education campaign for 'how to use' the health service
- More individual approach to access to give more opportunity to patients who are better able to navigate the health system to do so themselves and free up time for those who need more help accessing services
- Promote shared learning and shared working at the CCG level

RW invited attendees to continue the conversation about access to GP appointments at their respective PPG groups and to share good ideas and practice that they have heard this evening..

## **5. Any Other Business**

- Patient engagement event, 4 June 2019 at Cambridge House to discuss delivery of the Long Term Plan in Southwark and across south east London. This will address some of the changes that have been discussed during the meeting. It was noted that the meeting will also explore plans for Partnership Southwark. RW invited attendees to find out more in the flyer circulated, share the flyer widely with local contacts and register to attend.
- RW noted that the CCG is undergoing management reorganisation, as part of the delivery of the NHS Long Term Plan and this will be discussed at the 4 June engagement event as well.

**Dates of PPG meetings in 2019/20:** 2 July, 10 September, 19 November, 14 January 2020, 3 March 2020

The meeting closed at 7.45pm.