



---

## PATIENT PARTICIPATION GROUP MEETING

Thursday, 20<sup>th</sup> October 2022 @ 12.30pm

### **Attendees:**

Chair: Sarah Rackham  
Practice: Dr Rob Seal, GP Partner and Battersea PCN Joint Clinical Director  
Barbara Veloso, Practice Manager  
Patients: a total of 21 patients were in attendance

### **Matters discussed:**

All in attendance introduced themselves, and the Practice and the Patient Group chair thanked everyone for their attendance. It was explained what the aim of the group was, trying to be a critical friend of the Practice, supporting it making the required improvements. Some particular situations were also discussed and patients shared their experience of being registered at the Practice.

### **GP Practice Staff Update**

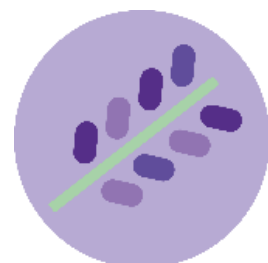
The Practice Manager circulated some details of the current practice population demographics, in terms of current list size: 14,451 which has been growing, more increasingly over the last 2 years. It is a young population, with an average age of 36, when the Wandsworth average is of 38.2.

To meet this increased demand the Practice has also expanded their team, with more Receptionists on the telephone, 1 more Healthcare Assistant and 1 more Nurse, and a total an extra 7 GP sessions.

We currently have 3 GPs either on maternity leave, or about to start, and they will be covered by a single GP covering the entirety of their absence. We tend not to have locums who don't know the Practice or the Patients, but have regular GPs who do regular sessions as and when needed.

The Practice is also a training Practice, which means we always have 1 or 2 Registrars (fully qualified doctors who are training to become GPs), and regularly have medical students sitting in clinics.

The Practice is currently running an audit to be able to fully quantify the current appointment demand and assess if the appointments booked are appropriate, that is, that the patients are seen by the most appropriate clinician.



A suggestion made by a patient was to have 3 options for when booking appointments: emergency on the day, within a week, routine (2-3 weeks)

### **PCN Staff Update**

Dr Rob Seal explained that all GP practices are working in small, local networks called "Primary Care Networks" or PCNs.

We are together with Battersea Fields Practice, Battersea Rise Group Practice, Bridge Lane Group Practice and Queenstown Road Medical Practice (a total of 5 practices and 55,000 patients), as the Battersea PCN.

Employed by the PCN and working in all practices we now have first point of contact physiotherapists, pharmacists and pharmacy technicians, care co-ordinators, social prescribers and health and wellbeing coaches. These teams are doing fantastic work clinically assessing and managing patients as well as supporting with their care.

This is a change for the better for how Primary Care works :patients can be seen by a greater variety of clinicians with different expertise as well as getting new support such as the coaching and social prescribing.

It may mean patients are asked to consult with someone other than a GP when traditionally that is who they have seen. All the professionals joining the teams are appropriately trained, and are having ongoing supervision and input so that they understand how Lavender Hill Group Practice works.

We are giving time and energy to training these staff and to developing the PCN, but we are certainly already seeing the benefits that an expanded team brings.

### **Updates from Battersea Locality and Wandsworth ICS (Sarah Rackham)**

Sarah Rackham reported on the Battersea Locality and Wandsworth Integrated Care Board meetings which she regularly attends on behalf of the Practice and all patients in North Battersea.

These are challenging times given the current reorganisation of the NHS – the South West London health service now covers all its 5 boroughs under the same Integrated Care Board (ICB) which covers not only the primary care services, but also mental health, hospital and adult social care.

The aim of this involvement is to aim to work as a collective locally, getting the patient voices heard.

Suggestions for further initiatives of patients engagement and funding opportunities:

- Newsletter

First issue of the patient newsletter was just published and circulated with the invitation to this meeting. It was very informative and an excellent start. The Practice did this first issue, but it would be helpful if it was a patient or group of patients taking this forward (similarly to what happens in other local Practices)

- Health education events

Health education sessions ran by a GP on specific topics in terms of preventive medicine, or with a specific group (carers or those with a shared condition, eg. Back pain, menopause).

Setting up a peer support group

But it would be useful if patients contributed to identify key issues/areas to be addressed - the Practice will look into develop an online survey to establish the patient's preference in terms of topics and rank them.

**GP Patient survey results (from July 2022)**

<https://www.gp-patient.co.uk/report?w=1&practicecode=H85069>

The Practice Manager circulate a summary of this year's Practice results which were published in July 2022 about the patient experiences of their GP Practice.

The Practice historically has always achieved excellent results and this year has scored above the Wandsworth Practices average in every single question.

This is an anonymous questionnaire run by NHS England through Ipsos, an independent research agency, which is sent in January every year to a random selection of patients.

**Next meetings format**

It was agreed that the next meeting will be in the New Year, at the same time of day as current one since it was so well attended.

The Patient Group Chair to be formally elected at this next meeting.

To try to have one remote meeting per year, keeping the other 3 in the face-to-face format.