

PPG ZOOM 11 May 2021 – DRAFT NOTES (subject to confirmation)

1 Vaccination programme

We were told that the practice is currently prioritising 'second dose' vaccinations. It has been difficult to give early notice of dates for second doses because of uncertainty of the dates when vaccine supplies will be delivered but there is no reason to believe that shortages will cause delays. Members reported experiences of conflicting messages from staff of the GP Federation (the organisation coordinating the vaccine programme for Lambeth) when they were contacted. However, members also reported good experiences of getting vaccinated.

2 Blood tests

Members urged the practice to do everything possible to ensure routine blood tests could be done on-site again. We were assured that it is possible for elderly or disabled patients to request blood tests to be done at Mary Seacole House.

3 'Patient Access' App

A member asked if it would be possible for the practice to download more documents (e.g. hospital letters) to the App thus making their own info more readily accessible for patients. It was also mentioned that the NHS App was helpful in some circumstances (although not for the booking of appointments) Members asked for advice from the management team about what technology the practice is likely to favour in the future and if more information can be made available to patients

4 PPG webpage

Members welcomed the new website and the PPG page. There was a discussion about how best to use the page and in particular how we can encourage more patients to visit it. This led on to a discussion about how we might be able to increase the numbers taking an interest in the PPG and how we can seek to reflect more effectively the diversity of the patient population served by the practice. We asked for consideration to be given to a general text message to patients about the new website covering the PPG's purpose. Members stressed how useful the website could be when contact with GPs is at a premium.

5 Links with other practices

The chair reported that, thanks to Dr McLelland and Dr Ala, he had begun to make contact with reps from the other three practices in the Clapham PCN. When he had names from all three, he would organise an on-line meeting

6 Waiting times for appointments

Dr McLelland reported a huge increase in demand for telephone appointments with GPs leading to delays. This occasionally resulted in verbal abuse of reception staff arranging appointments. Members expressed concern and asked to be kept informed about whether the increased demand continued.

7 Next meeting

Provisionally fixed for 3pm on Wednesday 16 July – but please check website for possible changes and for details (we hope to meet in person if safety procedures allow)

please note abbreviations:-

PPG - Patient Participation Group

CFP - Clapham Family Practice

SELCCG - South East London Clinical Commissioning Group

PCN - Primary Care Network