

Minutes of the Clapham Family Practice (CFP) Patient Participation Group (PPG) on 25 March 2026

Attendees: HAS (stand-in chair, patient), SM (minutes, patient), DW (GP Partner), H (GP registrar), GF (CFP HR & Patient Service Manager), CM (patient), AA (patient)

Apologies: OD (patient, chair), UH (patient)

1. Menopause

Consideration of menopause related issues is undertaken by patients coming forward with requests for advice and help. There may be some reluctance to come forward and lack of information/awareness within certain groups. Nationally, group clinics are being initiated for patients with similar conditions e.g. menopause, prostate cancer. These will take the form of a one to two hour education and network meeting to help inform and tackle issues jointly. CFP is investigating how to implement such group sessions.

CFP has a webpage on matters relating to the menopause and will ensure that its wording reflects inclusivity of the different groups this may affect e.g. early menopausal symptoms may be brought on through transitioning.

CFP is having a refresh of its reception notice boards in order to be proactive in information sharing and to raise awareness on key medical topics. There will be a sub-section which will cover different key topics each month.

2. GP contracts

New GP contracts are being introduced on 1 April 2026. These include some changes to current practice but lack implementation detail. A system of “advice and guidance” will be introduced where when deemed necessary, a GP will write to a consultant about a patient’s condition and the consultant will either respond with (1) advice, (2) request for tests or (3) ask to see the patient face to face. It is not clear how the information will be shared with patients, or how this will affect GP workloads. In addition, there were worries about the content of messages being misinterpreted and any potential delays. CFP asked for any concerns or objections to be aired via local Members of Parliament. The topic of “advice and guidance” will be raised at the next meeting of CFP PPG.

3. Reorganisation of Primary Care Networks (PCNs) into Neighbourhood Teams

The notion of neighbourhood teams was first raised some years ago. The aim is to bring together local team services to improve patient outcomes and free up waiting lists. In particular, they address the medical issues associated with an ageing population which need more care and may have multiple medical needs. They are

similar in concept to polyclinics and cover a multiple of services such as nurses, chiropody, dietician. Whereas PCNs covered around 50k of people, neighbourhood teams would cover around 100-150k people. The Clapham neighbourhood team would cover CFP, Clapham Park and Hetherington GP areas. It aims to bring services together and closer to people's home areas. It will include aligned voluntary services and cover all ages from children and young people to the elderly. The detail is still being mapped out and is still in planning phase.

4. Any Other Business

- a. The triaging process of dealing with appointment requests via AccurX continues to be working well. The majority of appointment queries are being requested via the online system with the CFP reception team helping around 8% of patients who lack access to online systems.
- b. At present, there is no "help" function within the NHS app but this function is planned to be introduced in the near future.