

Minutes of the Clapham Family Practice (CFP) Patient Participation Group (PPG) on 14 July 2026

Attendees: OD (Chair and patient), AA (patient), GF (CFP HR & Patient Service Manager), BG (patient), UH (patient), CM (patient), SM (minutes, patient), HAS(patient), DW (GP Partner)

Apologies: none

1. GP contracts

The new GP contract was introduced on 1 April 2026. However, there has been no change in practice of hospital referrals as no national protocols have been introduced to enable a shift to “advice and guidance” as had been anticipated at the last meeting. We concluded that it is still the government intention but GPs await the issue of clear guidance. CM will continue to seek clarification from GSTT

2. NHS GP Patient Survey

The results of the annual NHS GP Patient Survey of all GP practices had recently been published. Of the 19k patients under Clapham Family Practice’s (CFP) care, 731 surveys had been sent out and 100 completed surveys returned – a response rate of 14%. The issue of access mainly scored slightly lower for CFP than compared with ICS and national averages but this was at a time of shift from mainly telephone to online booking of appointments. However, on the whole, response rates for the various categories were relatively similar. It was acknowledged that it was difficult to make inferences based on 100 responses from a patient population of 19k. Ideas were considered on how to get a better response rate with suggestions that the importance of completing the survey should be highlighted on the CFP website. It was thought that the 'Family and Friends' test of feedback following appointments may provide a better picture of how the practice was perceived by its patients.

Agreed action :

a – CFP to share information about family and friends feedback and about numbers of complaints going through the formal process

b – CFP to share information about how it was going to make any changes based on the NHS GP Patient Survey results

c – CFP to provide feedback on quantitative data on number of hits on its website and sub-sections of the website

3. Test results

If hospital specialists order tests it is their responsibility (not that of GPs) to communicate the results to the patient – some members gave examples of how

difficult it is to get responses from consultants. CFP clarified that if they referred patients for blood test, scans or x rays, then patients were pre-warned that results would be posted on an individual's NHS app but CFP would only contact the patient if action was required. Patients would not be contacted if the results were normal and so long as they were deemed not to require action by the GP, even if the results were labelled "abnormal" Some patient members felt uncomfortable that patients were not informed about results requiring no action but it was explained that such a procedure would require resources that CFP cannot provide.

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

The aim is to bring together local services to improve patient outcomes and free up waiting lists but work on the changes needed is still ongoing. In Lambeth, the aim was to identify PCNs for three areas (1) for conditions such as diabetes, (2) children's health (3) medical issues associated with an ageing population – as outlined in the minutes of the last meeting. The Clapham Neighbourhood would cover CFP, Clapham Park and Hetherington GP areas. This would cover approximately 80k patients (so CFP will cover 25% of that population). The planning for the changes (estates and staffing) was being undertaken.

5. Time and Date of next meeting

4pm on Tuesday 17 November 2026.