

PPG Meeting – Tuesday 24th February 2026

HHR staff: Stacey H, Neil R, Leanne M

Patient attendees: JD, CL, SO

Welcome and Introductions

- Practice staff introduced themselves and explained their roles.
 - Patients also introduced themselves.
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Practice Updates and New Staff Roles: Stacey Henry and Neil provided updates on new staff additions at Herne Hill Road Medical Practice, including the introduction of paramedics and an additional pharmacist, and explained the roles these professionals will play in patient care.

- **Introduction of Paramedics:** Stacey Henry announced that three paramedics have joined the practice, each working one day a week in the GP setting, in addition to their ambulance and A&E shifts. These paramedics will conduct asthma reviews, diabetic reviews, home visits, and dementia reviews, enhancing the range of services available to patients.
 - **Clarification of Paramedic Role:** In response to JD question, Stacey and Neil clarified that paramedics are not limited to ambulance duties but are highly trained to handle acute conditions, triage, and home visits, particularly benefiting housebound patients and supporting the practice's clinical team.
 - **Addition of Pharmacist:** Stacey mentioned the recruitment of an additional pharmacist, with Neil elaborating that pharmacists are now integral to medication reviews and clinical processes, leveraging their specialised training to improve patient outcomes.
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Service Changes and Access Improvements: Neil and Stacey discussed recent service adjustments, including expanded access to clinical forms during all surgery hours, improvements to the triage system, and efforts to reduce waiting times and enhance patient access to care.

- **Expansion of Clinical Forms Access:** Stacey reported that clinical forms are now available throughout all surgery hours, not just administrative forms, allowing patients to contact the practice more easily during opening times.

- **Triage System Enhancements:** Neil described ongoing improvements to the triage system, including training for triage staff, enabling receptionists to assist patients with triage forms, and ensuring daily liaison between the triage team and duty doctor for prompt responses.
 - **Reducing Waiting Times:** The team highlighted efforts to reduce waiting times by educating patients about alternative healthcare sources, such as consulting pharmacists for certain conditions, and by streamlining appointment management.
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Digital Transformation and NHS App Promotion: Neil and Stacey outlined the practice's digital initiatives, including the introduction of scribe technology, data security measures, and the promotion of the NHS app, with plans for patient training sessions to increase digital engagement.

- **Introduction of Scribe Technology:** Neil explained the adoption of a scribe tool that allows doctors to transcribe consultation notes efficiently, freeing up time for patient interaction and ensuring notes are promptly entered into patient records.
 - **Data Security Assurance:** Neil emphasised the practice's commitment to patient data security, describing multiple checks to ensure information is only used appropriately and remains confidential.
 - **NHS App Features and Training:** Stacey announced upcoming in-practice sessions led by the IT team to teach patients how to use the NHS app for repeat prescriptions, accessing hospital letters, and managing medical history, including for dependents.
 - **Discussion of App Limitations:** In response to CL query, Neil clarified that the NHS app displays only the records held by the practice, while some hospital results and letters may be available only through hospital-specific apps like MyChart, and acknowledged ongoing efforts to improve interoperability.
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Patient Feedback and Service Evaluation: Neil and Stacey reviewed patient feedback from the Friends and Family Test, highlighting high satisfaction rates and addressing areas for improvement such as access, communication, punctuality, and facilities.

- **Positive Feedback Themes:** Neil summarised that patients consistently praise the practice for helpful, professional staff, good communication, and timely, same-day responsiveness, with satisfaction rates averaging above 90%.

- **Addressing Negative Feedback:** The team identified recurring issues such as booking difficulties, unclear appointment timings, waiting room delays, and occasional customer service concerns, and described ongoing efforts to address these, including providing two-hour call windows and regular staff meetings to brainstorm improvements.
 - **Facilities and Environment Updates:** Neil and Stacey discussed feedback regarding facilities, noting recent renovations and the upcoming update to the check-in screen, with Stacey confirming that the new system is scheduled for installation in July.
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Patient Participation Group and Community Engagement: Stacey and Neil encouraged greater involvement in the Patient Participation Group (PPG), discussed the walking club and food bank initiatives, and sought ideas for further community engagement from attendees.

- **PPG Membership Recruitment:** Stacey highlighted the need to revitalise the PPG, inviting attendees to participate and suggesting activities such as walking clubs and practice improvement projects to foster engagement.
 - **Walking Club Continuity:** JD reported on the walking club's status, noting reduced participation since the organiser's maternity leave, and Stacey offered to coordinate with June to support the club's continuation.
 - **Food Bank Initiative:** Stacey described the practice's food bank corner, which provides dry goods and essentials for patients in need, and appealed for ongoing donations from patients and local businesses to sustain the initiative.
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- **Clinical Services: Chiropody and Physiotherapy Access:** JD raised concerns about delays in accessing chiropody and physiotherapy services, to which Stacey and Neil responded with information on alternative community options and confirmed the continued availability of in-practice physiotherapy.
 - **Chiropody Service Alternatives:** Stacey explained that while the practice no longer has an in-house chiropodist, patients can access community chiropody services, such as walk-in clinics at Mawbey on South Lambeth Road, and offered to provide a list of available practices.
 - **Physiotherapy Service Clarification:** In response to JD query, Stacey confirmed that first contact physiotherapists are available at the

practice on Tuesdays and Thursdays, and Neil offered to follow up with Judith privately to address her specific needs.

Next Meeting

- The next meeting will take place on **17 April 2026**.