

Patient Participation Group

HHR Medical
(Herne Hill Road Medical Practice)



Meeting – Tuesday 28th April 2026

HHR staff: Stacey H, Neil R,

Patient attendees: MM

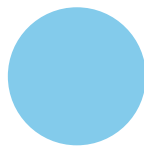
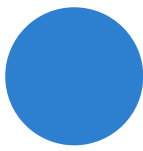
Welcome and Introductions

- Practice staff introduced themselves and explained their roles.
- Patients also introduced themselves.

Practice Updates and New Staff Roles: Stacey and Neil discussed recent staffing changes at the practice, including the addition of a new pharmacist and two new reception staff, as well as the ongoing role of Bhaveen (Pharmacist) in both the surgery and the pharmacy, aiming to strengthen the reception team and ensure consistent pharmacist coverage for patient needs.

- **New Pharmacist Addition:** Stacey confirmed the recruitment of a new pharmacist, resulting in two pharmacists now working at the surgery throughout the week, ensuring that repeat prescriptions and reviews for long-term conditions are consistently managed.
- **Reception Staff Recruitment:** Stacey announced the hiring of two new reception staff, both with prior experience in GP surgeries, pending reference clearance, to create a more robust reception team and improve patient interactions.
- **DWP Worker Sessions:** The DWP worker offers support for getting patients back to work, information on training courses, and advice on disability rights, aiming to reduce unnecessary sick note requests and provide broader assistance.

National NHS Patient Priorities & Objectives: Neil and Stacey explained that while the core service model remains unchanged, the practice has introduced additional clinics for long-term conditions, uses data to identify areas for improvement, and has implemented strategies to reduce phone queue times and enhance patient access



Patient Participation Group

HHR Medical (Herne Hill Road Medical Practice)

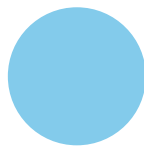


Access and Appointments:

- **Long-Term Condition Clinics:** Dr Sawan Arora now runs an extra clinic each week focused on patients with long-term conditions, supporting better management of the practice population.
- **Data-Driven Improvements:** The team uses appointment and contact data to identify peak periods and adjust staffing, such as increasing phone coverage during busy times, to reduce patient waiting and improve service responsiveness.
- **Telephone System Enhancements:** Stacey described regular meetings with reception staff to review telephone data, emphasizing the importance of all staff being available during peak times to minimize phone queues and ensure patient needs are addressed promptly.
- **Appointment Booking Process:** Stacey clarified that doctor appointments require online triage, while appointments with nurses, physiotherapists, or pharmacists can be booked directly by phone, streamlining access for patients.

Digital Transformation and IT Initiatives: Neil and Stacey updated MM on the adoption of AI Scribe technology for consultations, increased usage and training for the NHS app, and the integration of online triage systems to ensure fair and efficient patient management.

- **AI Scribe Technology:** Neil explained that AI Scribe is being used by clinicians to automatically capture consultation notes, allowing more face-to-face time with patients and reducing administrative burden.
- **NHS App Usage and Training:** Stacey described a Friday clinic run by the IT team to help patients maximize their use of the NHS app, including features for repeat prescriptions, accessing hospital letters, and managing medical history.
- **Online Triage Integration:** Neil emphasized that all patient triage, whether online, by phone, or in person, is managed through a unified system to ensure fairness and efficient workflow, with increased online usage helping to streamline operations.



Patient Participation Group

HHR Medical
(Herne Hill Road Medical Practice)



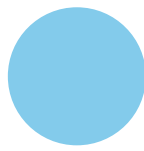
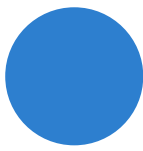
- **App Limitations and Hospital Integration:** MM raised the issue of using two apps—one for the surgery and one for St. George's hospital—with Neil and Stacey clarifying that hospital appointments and records may require separate apps, and that the NHS app displays only practice-held records.

Patient Feedback and Service Evaluation: Neil reviewed patient feedback from surveys and the Friends and Family Test, highlighting high satisfaction rates, recurring positive themes, and areas for improvement such as communication, appointment access, and language barriers, with ongoing efforts to address these issues.

- **Positive Feedback Themes:** Patients consistently praised the practice for minimal waiting times, kind and respectful staff, feeling listened to, clear explanations, efficient processes, and clinical confidence.
- **Negative Feedback and Improvements:** Areas for improvement included feeling unheard or dismissed, delays in referrals and prescriptions, appointment access issues, communication failures, and language barriers, with the team discussing strategies to address these concerns.
- **Survey Results:** Neil shared survey data showing that about 70% of patients found it easy to get through by phone, over half were satisfied with appointment availability, and 78 patients had used the online triage system, though 13% were unaware of it.
- **Language Accessibility:** The team acknowledged language barriers as a challenge, noting the presence of a Spanish speaker at reception and offering to provide meeting notes in other languages upon request.

Patient Participation Group and Community Engagement: Stacey and Neil discussed efforts to revitalize the Patient Participation Group (PPG), including quarterly meetings, publishing minutes online, and initiatives like the walking club and food bank, while seeking input on meeting formats and community activities.

- **PPG Membership Recruitment:** Stacey highlighted the need to increase PPG membership, which has stagnated, and invited patients



Patient Participation Group

HHR Medical
(Herne Hill Road Medical Practice)



to participate in activities such as walking clubs and practice improvement projects.

- **Community Initiatives:** Stacey described the food bank service started last year, providing dry food supplies to patients in need, and discussed the potential for other interactive initiatives based on patient interest.
- **Meeting Format and Attendance:** The group discussed low attendance at online meetings, considered the possibility of in-person meetings, and agreed to send a survey to patients to determine their preferred meeting format.
- **Publishing Meeting Minutes:** Stacey and Neil explained that meeting minutes will be published on the practice website.

Follow-up tasks:

- **Language Accessibility for Meeting Notes:** Add information to the website offering meeting notes in other languages upon request to improve accessibility for non-English speakers.
- **.Patient Participation Group Attendance Preferences:** Send a survey to patients asking whether they prefer face-to-face or online meetings for the Patient Participation Group.
- **PPG Meeting Promotion:** Start advertising the next Patient Participation Group meeting immediately to increase attendance.
- **Publishing Meeting Minutes:** Publish the minutes from the meeting on the practice website for patient access.
- **Website Access Information:** Send the practice website link to MM via chat and text for easy access to meeting minutes.

Next Meeting: The next meeting will take place in **July 2026**.