

Patient Participation Group

HHR Medical
(Herne Hill Road Medical Practice)



Meeting – Tuesday 28th July 2026

HHR staff: Stacey H, Neil R,

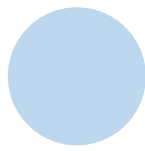
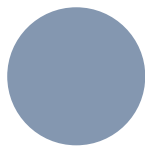
Welcome and Introductions

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

Staffing and Service Updates: Stacey Henry provided updates on staffing at Herne Hill Road Medical Practice, including new hires, departures, and the introduction of additional advisory services, highlighting Andrea's role as IT lead and NHS app support for patients.

- **New Staff Additions:** Stacey Henry announced the addition of two pharmacists, three paramedics, and two new reception staff since the last meeting, with no recent departures but a planned change in physiotherapy staff due to one leaving for another post.
- **Advisory Services Expansion:** Stacey described the presence of a DWP advisor every other Friday and a drug and alcohol advisor every other Monday, aiming to provide more services directly at the practice to reduce patient travel.
- **Physiotherapist Transition:** Stacey explained that one physiotherapist working Tuesdays will be replaced at the end of the month, with a two-week gap before the new staff member starts, while the Thursday physiotherapist remains.
- **IT and NHS App Support:** Andrea, an admin team member and IT lead, offers NHS app sessions every other Friday to help patients sign up, download, and use the app for accessing results, prescriptions, hospital letters, and consultations, with appointments bookable via reception.

Access to Care and Appointment Systems: Neil and Stacey discussed improvements in access to primary care, continuity of care, and appointment systems, including telephone queue reductions, online triage, and patient suggestions for further enhancements.



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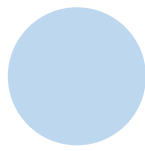
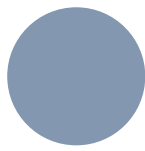
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- **Telephone Queue Improvements:** Neil presented data showing a reduction in average telephone queue times from 1 minute 20 seconds in March to 45 seconds, attributed to Stacey's analysis of busy periods and staffing adjustments, as well as the introduction of a ring-back service.
- **Online Consultation Usage:** Neil shared statistics indicating an average of 380 online medical queries and 100-120 admin requests weekly, with some admin requests turning into medical queries due to form selection errors.
- **Continuity of Care Efforts:** Neil emphasised the practice's commitment to continuity of care, encouraging patients to request specific clinicians for non-acute issues, while acknowledging challenges during acute care and staff absences.
- **Patient Suggestions and Feedback:** Neil invited suggestions for improving access, noting the presence of a suggestion box and email contact, and highlighted survey feedback prioritising increased appointment availability, improved telephone access, expanded booking functionality, continuity with preferred clinicians, and better communication.

Patient Feedback and Experience: Neil reviewed Friends & Family Test results, survey feedback, and recurring themes from patient comments, addressing both positive experiences and areas for improvement such as appointment booking, waiting times, and clinical consistency.

- **Friends & Family Test Results:** Neil reported that 92% of respondents rated the practice as good or very good, with monthly analysis of feedback to identify recurring positive themes and areas needing attention.
- **Positive Feedback Themes:** Patients consistently praised helpful, friendly, and professional staff, feeling listened to and cared for, clear communication, and prompt appointments, as highlighted by Neil and supported by survey data.
- **Areas for Improvement:** Neil and Stacey discussed common negative feedback, including appointment booking errors, waiting times, rushed consultations, and inconsistent clinical experiences, noting that some issues stem from staff absences or the use of locums.
- **Survey and Comment Analysis:** Neil explained that negative feedback was based on a small number of comments, and that the practice



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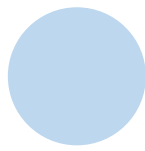
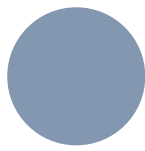
reviews these in clinical meetings to identify actionable improvements, with locum usage minimised to maintain continuity.

Digital Systems and NHS App Usage: Neil updated the group on digital developments, focusing on NHS app adoption, its benefits for patient communication and self-management, and addressed questions about app functionality and prescription visibility.

- **NHS App Promotion:** Andrea provides regular sessions to help patients use the NHS app, which offers access to results, prescriptions, and hospital letters, aiming to reduce unnecessary calls and improve patient autonomy.
- **App Usage Statistics:** Neil noted that less than half of patients have fully enabled NHS app notifications, and encouraged greater adoption to streamline communication and reduce SMS costs.
- **Prescription Visibility Issue:** Martin raised a question about seeing pharmacy prescriptions in the NHS app; Stacey clarified that only repeat prescriptions appear, and one-off prescriptions require pharmacy action to be visible.
- **Third-Party Consultation Records:** Neil explained that actions at pharmacies or hospitals appear in the app as consultation documents, not under medication, and that primary care events are the main records shown.

Patient Participation Group (PPG) Development: Stacey encouraged greater patient involvement in the PPG, discussed past activities, upcoming events, and plans for future engagement, inviting patients to volunteer and contribute to practice improvements.

- **Membership Growth Initiatives:** Stacey highlighted the desire to grow the PPG, noting fluctuating attendance and inviting patients to email the practice to express interest in joining and participating in quarterly meetings.
- **Community Activities:** Past activities such as walking clubs, garden clubs, and cancer support events were discussed, with upcoming Macmillan and breast cancer coffee mornings planned for September and October.



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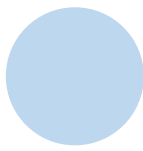
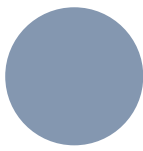
- **Volunteer Roles and Future Planning:** Stacey invited patients to volunteer for PPG roles and participate in agenda planning, aiming to enhance communication and patient involvement in decision-making.
- **Staff Longevity and Recognition:** Stacey announced a celebration for Dr. Arora's 50 years of NHS service and noted the long tenure of many staff members, reinforcing the practice's commitment to continuity and community.

Patient Concerns and Individual Support: Several patients raised concerns about app usability, prescription visibility, follow-up communication, and receptionist interactions, with Stacey and Neil addressing each issue and offering personalised support.

- **Prescription Record Query:** Seeing pharmacy prescriptions in the NHS app, with Neil and Stacey explaining the limitations and advising on how to request visibility for one-off prescriptions.
- **Follow-Up and Receptionist Experience:** Reported issues with follow-up after an x-ray and unsatisfactory interactions with reception staff, prompting Stacey to offer direct email support and Neil to request feedback for staff training.
- **Communication Preferences:** Requested more communication via email rather than SMS, with Neil confirming that preferences can be accommodated if patients notify the practice.
- **Call Recording and Data Protection Concerns:** Raised concerns about patients not being informed of call recordings during GP appointments, referencing legal requirements; Stacey and Neil acknowledged the issue, explained current notification practices, and committed to reviewing procedures.
- **Closing and Contact Information:** Stacey requested that patients email the practice with the subject line for her attention, promising prompt responses to any concerns or suggestions.

Follow-up tasks:

- **Receptionist Conduct and Patient Communication:** Investigate the reported incident of a receptionist being flippant and mispronouncing a patient's name, and provide a response to the concerned patient via email. (Stacey)



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- **Patient Follow-Up and Communication Improvement:** Review and address the feedback regarding lack of follow-up on test results and ensure appropriate follow-up procedures are in place for patients awaiting results. (Stacey)
- **Phone Call Recording Notification Compliance:** Review and address the concern regarding informing patients about phone call recordings during GP-initiated calls, ensuring compliance with legal requirements. (Neil, Stacey)
- **Recruitment and Engagement of PPG Members:** Send out an invitation and instructions for patients interested in joining the Patient Participation Group (PPG) and ensure the practice email address is shared for expressions of interest. (Stacey)

Next Meeting: The next meeting will take place on **20th October 2026**.