

Woolstone Medical Centre

Patient Participation Group Meeting Minutes

2 October 2024 13:00 – 14:00

Agenda

1) Welcoming and Introduction

2) Staff Changes & Recruitment

No staff changes since last meeting. We are actively working to recruit a new GP to help with the ever-increasing number of patients that we have on our books.

3) Patient Access and Online Triage (AccuRx)

As part of the NHS initiative to modernize general practice, we are required to implement an online triaging system. After careful consideration, we have chosen a lightweight solution that balances efficiency with patient care. While some practices are adopting a fully online approach, we believe a hybrid model is more suitable for our patients.

Here are the key points:

- **Hybrid Approach:** We will continue to have staff available to handle telephone appointments. Patients can still book appointments through this traditional route for the majority of cases.
- **Patient Access App:** We will disable appointment bookings through the Patient Access app and transition to our new triaging system. This system will allow patients to request appointments online while ensuring controlled access.
- **Directing Patients Appropriately:** Our new system will guide patients to the most suitable healthcare professional based on their needs. For instance, if a patient reports back pain, they may receive a direct link to book an appointment with our practice-based physiotherapist, bypassing unnecessary delays.
- **Communication and Implementation:** The new system will be starting from November 4th. We will communicate this change to patients via various channels, including our website and waiting room posters around mid-October.
- **Compliance with NHS Guidelines:** Although we recognize that not everyone will be pleased with this change, we must comply with NHS guidelines. Rest assured; patients can still contact us directly to book appointments.

We have not taken this decision lightly and we have held out as long as we really can as we feel that our existing system provides a very good service to our patients.

We know that not everyone will be happy with this change, and quite frankly, we are not either, but we hope that by still allowing patients to contact the practice to speak to us to book appointments we will cater to the majority of patients.

Again, this is something that we have no complete control over and we have to implement this online triaging service to be compliant with NHS guidelines. We have however refused at this time however, to switch completely to a total triaging service.

NOTE: Members of the PPG wanted to express their disappointment that the new system has to be put into place as they are happy with the current system and feel that it is unfair that the practice is being forced into it.

4) PCN Services

We now have the following services available here at the surgery:

- Physiotherapy – aches and pains – can directly refer to hospital if complex
- Health and Wellbeing Coach – for exercise, smoking wellbeing advice etc
- SLAM trained Mental Health Counsellor – more complex needs
- Mental Health and Wellbeing Coach – less complex needs
- Pharmacists – for medication reviews

5) WhatsApp Channel

On 16 July, we introduced a new avenue for information to be disseminated to our patients via a WhatsApp Channel. This is a one-way delivery of information that is felt would be useful to patients. Examples of information so far include:

- NHS App signup information
- Google Reviews
- Pharmacy First initiative
- Practice closures for training
- Practice incidents – such as power outages or IT failures which make it difficult to contact us
- Patient attendance/DNA rates
- Flu announcements

I try to post something at least once a week so that it is kept going. All articles are also published on our website or put up in the surgery. We currently have 404 people following the channel and is slowly growing week by week.

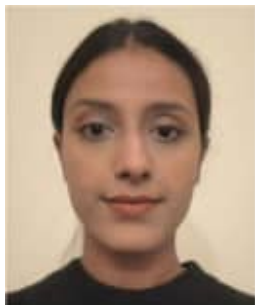
We advertise by having posters in the waiting room, message on our website, message on repeat prescriptions, a “Before you GO” on our friends and family response page. On initial launch we did send out an email to all patients at the practice over the age of 16 (some 6000 patients) which generated an initial surge of 275 patients following (was lower than I actually expected to be honest 😊)

6) Recent Patient Survey

Our PCN (Aplos PCN) which provides services for us (as above) comprises 4 neighbouring GP Practices, Sydenham Green, Wells Park Road, Vale Medical Centre and of course us) regularly sends out questionnaires to a random sample of patients every quarter to assess how services are perceived across the patch. The latest results from September have just been published. Unfortunately, only 35 patients (out of 250) responded but those that did seemed on the whole, to give positive results.

7) Patient Registrations

Patient registrations seem to continue unabated (hence the need to recruit a new doctor). Just this last month we had 148 patients register with us. We also had 71 patients leave the practice. This gave us a net increase of 77 patients. This does create a lot of backroom work with administration.



Ashwini Jadhav
Physiotherapist



Sunny Stanly
Health &
Wellbeing
Coach



**Lourdes
Gutierrez**
SLAM
Counsellor



**Krishna
Gopakumar**
Mental Health &
Wellbeing
Coach



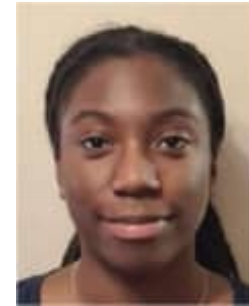
Olaide Falola
Social
Prescriber



**Duncan
Lawrence**
Social
Prescriber



**AnnaLisa
Ambros**
Pharmacist



**Jamiyla
Robinson-
Pascal**
Pharmacist

WhatsApp Channel

Woolstone Medical Centre SE23

Dear Patients,

We are pleased to introduce our new **WhatsApp Channel** designed to keep you informed and connected with our surgery. This service will provide you with important updates, health tips, and other valuable information directly to your phone.

Please note that this is a channel, which means you will receive messages from us. Recipients in a WhatsApp Channel won't see each other's contact information.

For any personal queries or to schedule an appointment, kindly contact us directly through our main phone line or visit our website.

We are committed to providing you with the best possible care and support. Thank you for joining our channel!

Either visit <https://bit.ly/WMC-WhatsApp> or use the Q-Code below to join our channel

P.S. Make sure you unmute us by turning on your notifications 📢

Best Regards,

Dr Zimmermann, Dr Babu and Dr Patel

GP Partners





Forgotten something?!

In September, we provided 3,666 appointments to our patients across the practice.

Of these, 3,488 (95.1%) appointments were successfully attended by patients, while 178 (4.9%) were missed. We understand that appointments may be missed for valid reasons, but we encourage all patients to cancel in advance if they no longer require their appointments. Thank you.

08:12 ✓

STOPTOBER NHS

Stop smoking for Stoptober and you're **5 times more likely to quit for good.**

Search **Stoptober** for free support

Better Health Let's do this

This October, join the 2.5 million people who've been inspired by Stoptober.

Even if it's your first time or you've tried before, Stoptober gives you the perfect opportunity to quit smoking. Stay smoke-free for 28 days, and you're 5 times more likely to quit for good.

With the right support, quitting is easier than you think. Start planning today by checking out our free tools and tips to help you stay on track. You've got this! visit <https://www.nhs.uk/better-health/quit-smoking/> for more information.

12:18 ✓



Flu vaccinations 2024

The flu vaccine helps protect against flu, which can be a serious or life-threatening illness. It's offered on the NHS every year in autumn or early winter to people at

www.woolstonmedicalcentre.co.uk

Influenza Vaccination 2024 for patients over 65 years of age.

Appointment books are now open for patients over the age of 65 to contact us to book for their flu vaccination. We are sending out invites in waves so if you have not received yours yet, you can call us to book it now. For patients under the age of 65, we will start sending out invites in the coming weeks so please be patient with us. See our webpage for more information. <https://www.woolstonmedicalcentre.co.uk/flu-vaccinations-2024/> Thank you.

1,233 ✓



The Practice will be closed for training Thursday 12 September 2024 from 12:30 – 18:30 .

If you require urgent medical treatment while we are closed between 12:30 – 18:30, please contact SELDOC who will be providing GP cover on [07483 155 397](tel:07483155397).

In an emergency, please call 999

After 18:30, if you need medical advice, please call 111 or visit 111.nhs.uk
The Surgery will reopen from 8:00 am Friday 13 July 2024.

10:56 ✓

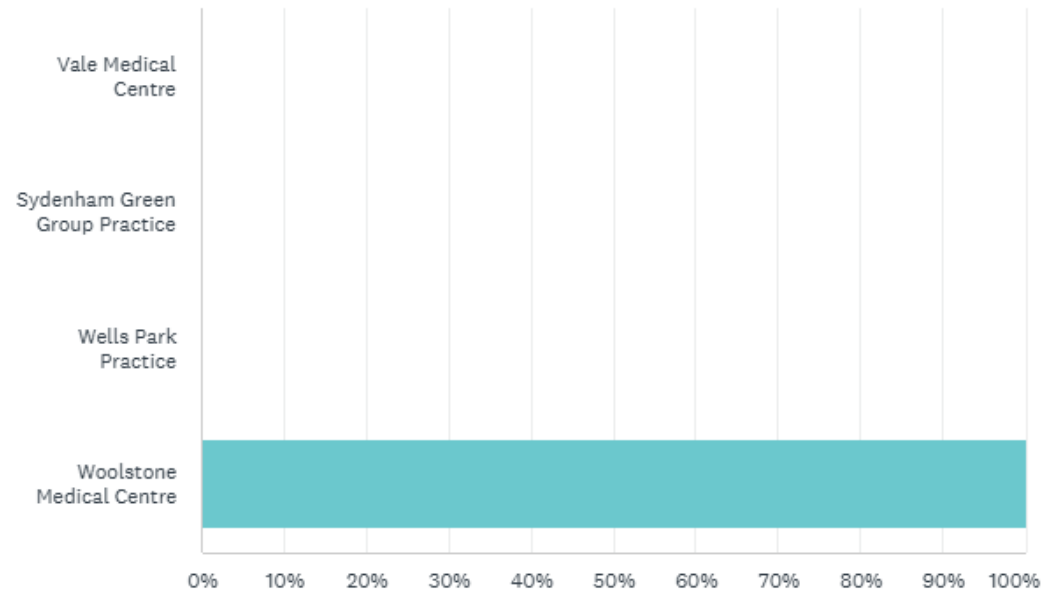


Patient Access Survey

Completed September 2024

Please select the name of your registered GP Practice

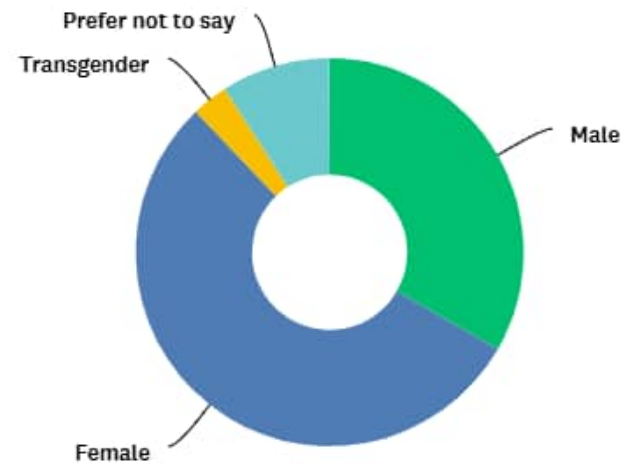
Answered: 35 Skipped: 0



| ANSWER CHOICES | RESPONSES |
|---------------------------------|------------|
| ▼ Vale Medical Centre | 0.00% 0 |
| ▼ Sydenham Green Group Practice | 0.00% 0 |
| ▼ Wells Park Practice | 0.00% 0 |
| ▼ Woolstone Medical Centre | 100.00% 35 |
| TOTAL | 35 |

To assist us with developing and improving primary care services, it is helpful to understand the demographics of the Lewisham population. Please note that this section is optional. Gender - Please select the answer that is applicable to you (Optional)

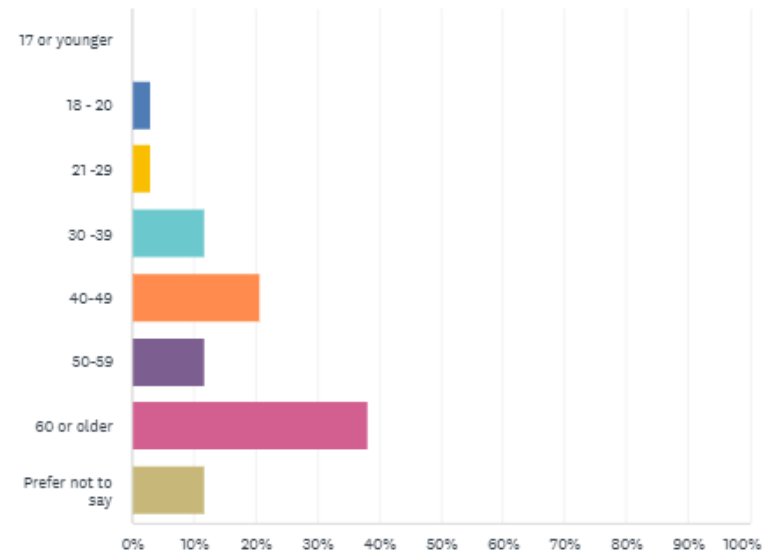
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| ANSWER CHOICES | RESPONSES |
|-------------------|-----------|
| Male | 33.33% 11 |
| Female | 54.55% 18 |
| Transgender | 3.03% 1 |
| Prefer not to say | 9.09% 3 |
| TOTAL | 33 |

Please select your age group (Optional)

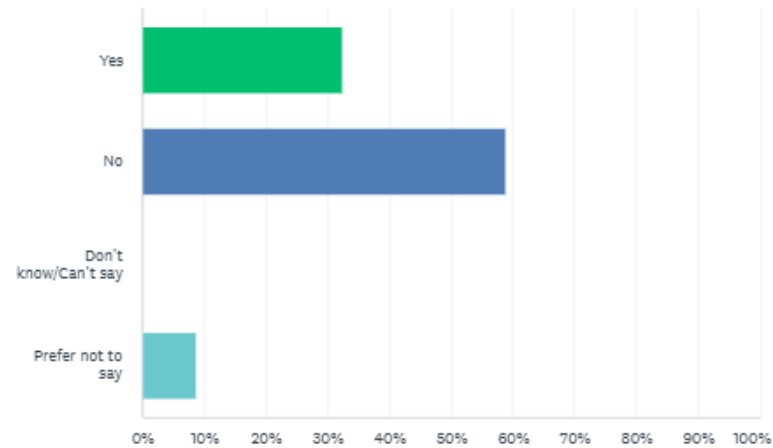
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| ANSWER CHOICES | RESPONSES |
|---------------------|-----------|
| ▼ 17 or younger | 0.00% 0 |
| ▼ 18 - 20 | 2.94% 1 |
| ▼ 21 -29 | 2.94% 1 |
| ▼ 30 -39 | 11.76% 4 |
| ▼ 40-49 | 20.59% 7 |
| ▼ 50-59 | 11.76% 4 |
| ▼ 60 or older | 38.24% 13 |
| ▼ Prefer not to say | 11.76% 4 |
| TOTAL | 34 |

Disability - Do you have any long-term physical or mental health conditions, disabilities or illnesses? (Optional)By long term, we mean anything lasting or expected to last for 12 months or more. Please include issues related to old age.

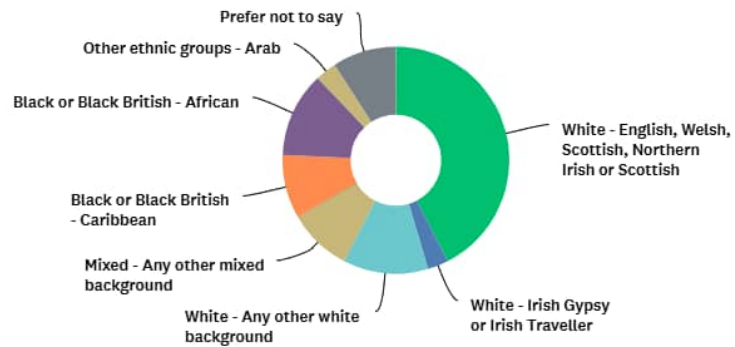
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| ANSWER CHOICES | RESPONSES |
|----------------------|-----------|
| Yes | 32.35% 11 |
| No | 58.82% 20 |
| Don't know/Can't say | 0.00% 0 |
| Prefer not to say | 8.82% 3 |
| TOTAL | 34 |

Ethnicity - Please tell us your ethnicity (Optional)

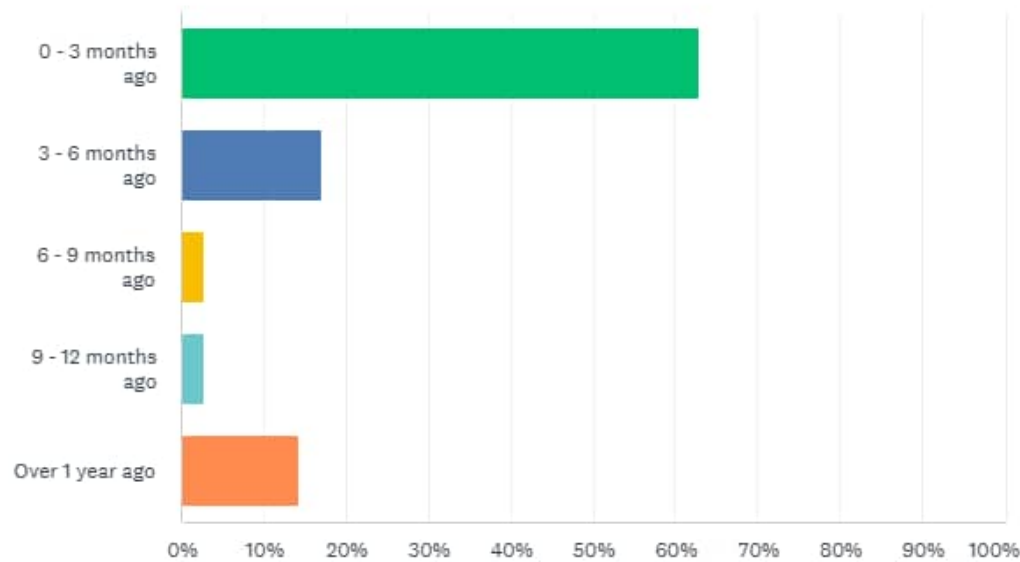
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| ANSWER CHOICES | RESPONSES | |
|--|-----------|-----------|
| White - English, Welsh, Scottish, Northern Irish or Scottish | 42.42% | 14 |
| White - Irish Gypsy or Irish Traveller | 3.03% | 1 |
| White - Roma | 0.00% | 0 |
| White - Any other white background | 12.12% | 4 |
| Mixed - White and Black Caribbean | 0.00% | 0 |
| Mixed - White and Black African | 0.00% | 0 |
| Mixed - White and Asian | 0.00% | 0 |
| Mixed - Any other mixed background | 9.09% | 3 |
| Black or African American | 0.00% | 0 |
| Asian or Asian British - Indian | 0.00% | 0 |
| Asian or Asian British - Pakistani | 0.00% | 0 |
| Asian or Asian British - Bangladeshi | 0.00% | 0 |
| Asian or Asian British - Chinese | 0.00% | 0 |
| Asian or Asian British - Any other Asian background | 0.00% | 0 |
| Black or Black British - Caribbean | 9.09% | 3 |
| Black or Black British - African | 12.12% | 4 |
| Black or Black British - Any other Black background | 0.00% | 0 |
| Other ethnic groups - Arab | 3.03% | 1 |
| Other ethnic groups - any other ethnic group | 0.00% | 0 |
| Prefer not to say | 9.09% | 3 |
| TOTAL | | 33 |

When was the last time you needed to access services from your GP practice?

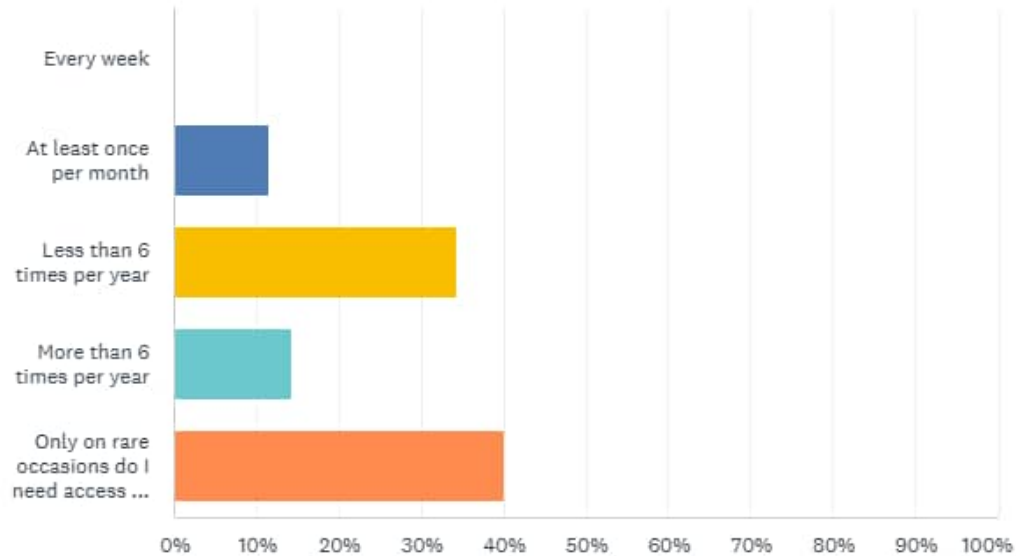
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| ANSWER CHOICES | RESPONSES |
|------------------------------|-----------|
| 0 - 3 months ago | 62.86% 22 |
| 3 - 6 months ago | 17.14% 6 |
| 6 - 9 months ago | 2.86% 1 |
| 9 - 12 months ago | 2.86% 1 |
| Over 1 year ago | 14.29% 5 |
| Total Respondents: 35 | |

How often do you require services from your GP practice?

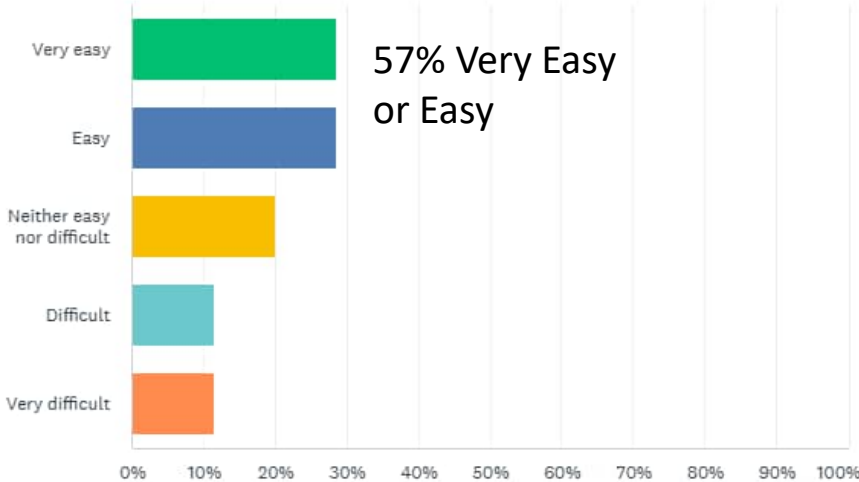
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| ANSWER CHOICES | RESPONSES |
|--|-----------|
| ▼ Every week | 0.00% 0 |
| ▼ At least once per month | 11.43% 4 |
| ▼ Less than 6 times per year | 34.29% 12 |
| ▼ More than 6 times per year | 14.29% 5 |
| ▼ Only on rare occasions do I need access to GP services | 40.00% 14 |
| Total Respondents: 35 | |

Generally, how easy is it to get through to someone at your GP practice on the phone?

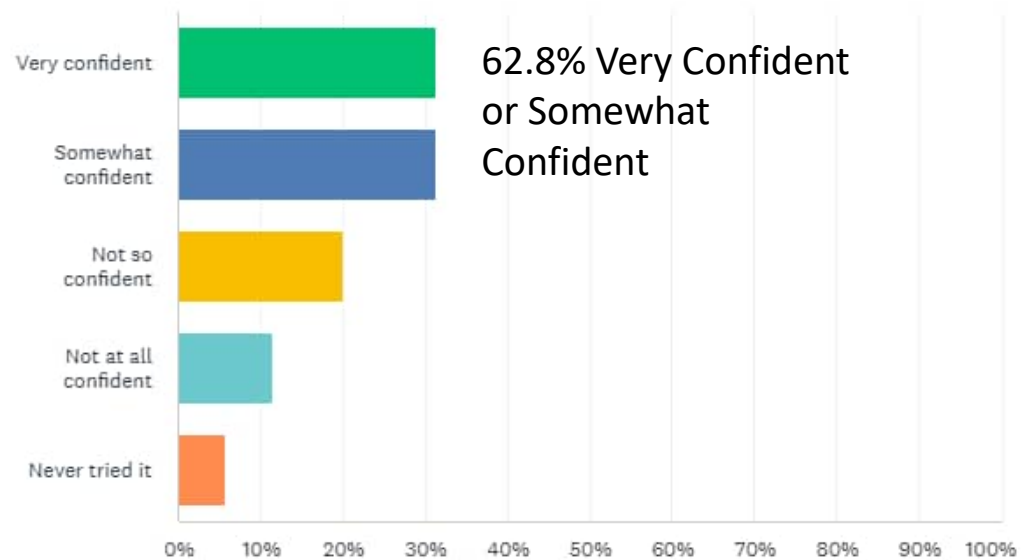
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| ANSWER CHOICES | RESPONSES |
|----------------------------|-----------|
| Very easy | 28.57% 10 |
| Easy | 28.57% 10 |
| Neither easy nor difficult | 20.00% 7 |
| Difficult | 11.43% 4 |
| Very difficult | 11.43% 4 |
| TOTAL | 35 |

How confident are you in using online systems and APPs (i.e. NHS APP)?

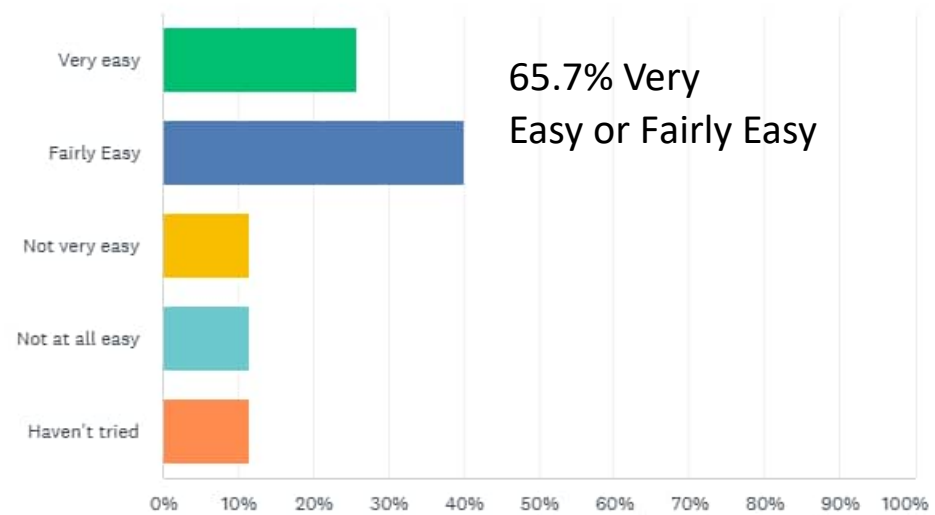
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| ANSWER CHOICES | RESPONSES |
|------------------------|-----------|
| ▼ Very confident | 31.43% 11 |
| ▼ Somewhat confident | 31.43% 11 |
| ▼ Not so confident | 20.00% 7 |
| ▼ Not at all confident | 11.43% 4 |
| ▼ Never tried it | 5.71% 2 |
| TOTAL | 35 |

How easy is it to use your GP Practice's website to look for information or access service?

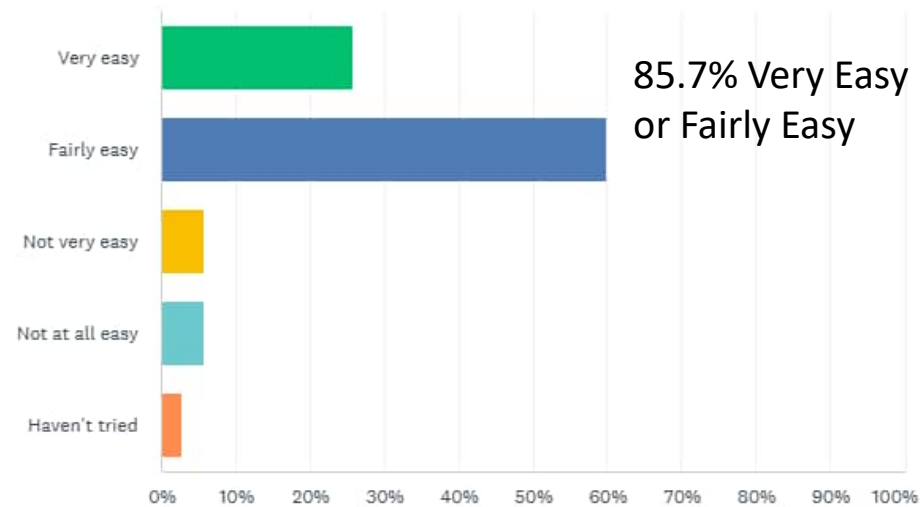
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| ANSWER CHOICES | RESPONSES |
|-------------------|-----------|
| ▼ Very easy | 25.71% 9 |
| ▼ Fairly Easy | 40.00% 14 |
| ▼ Not very easy | 11.43% 4 |
| ▼ Not at all easy | 11.43% 4 |
| ▼ Haven't tried | 11.43% 4 |
| TOTAL | 35 |

Overall how would you describe your experience of accessing services from your GP Practice? ?

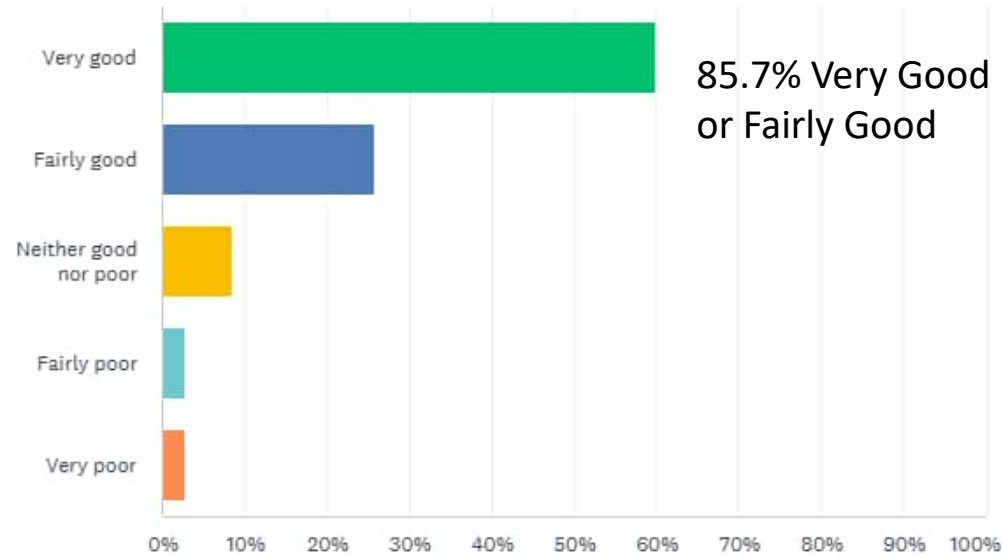
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| ANSWER CHOICES | RESPONSES |
|-------------------|-----------|
| ▼ Very easy | 25.71% 9 |
| ▼ Fairly easy | 60.00% 21 |
| ▼ Not very easy | 5.71% 2 |
| ▼ Not at all easy | 5.71% 2 |
| ▼ Haven't tried | 2.86% 1 |
| TOTAL | 35 |

Overall, how would you describe your experience of your GP practice?

Answered: 35 Skipped: 0



| ANSWER CHOICES | RESPONSES |
|-----------------------|-----------|
| Very good | 60.00% 21 |
| Fairly good | 25.71% 9 |
| Neither good nor poor | 8.57% 3 |
| Fairly poor | 2.86% 1 |
| Very poor | 2.86% 1 |
| TOTAL | 35 |

Patient feedback that have accessed GP services in the last 3 months

My most recent experience was very good a gp saw me on the last app of the day and did not rush me and was most helpful.

Efficient, excellent care and consultation when I recently saw Dr Mary Smith

Looks very well and nice the patients

The receptionists are lovely and caring and they go out of their way to help you

Forward thinking practice with the most amazing reception staff and open minded Dr's, Emma on reception is exceptional and I've never met anyone as good at her job as she is.

Always able to contact someone for help and advice. The receptionists are exceptional in their friendliness and approachability.

Dr Zimmermann was kind, compassionate, really listened to my problems and took them seriously. Having someone acknowledge that you've had a difficult time and being kind goes an awfully long way.

I like the doctor I saw, very thorough in asking questions

The doctors, nurses and receptionists are excellent and we as a family are so grateful that Woolstone medical centre is our practice. Everyone else I speak to who go elsewhere, have a nightmare, but the staff we deal with are excellent

Nice and welcoming staff

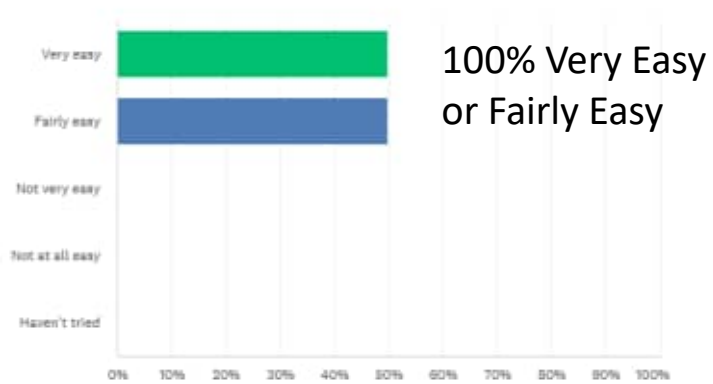
The team is great! From the admin team to the doctors and nurses. I feel lucky to have this as my practice.

I felt like my GP was avoiding my concerns for my mental health.

Patient feedback for those who require access to GP services weekly or monthly

Overall how would you describe your experience of accessing services from your GP Practice? ?

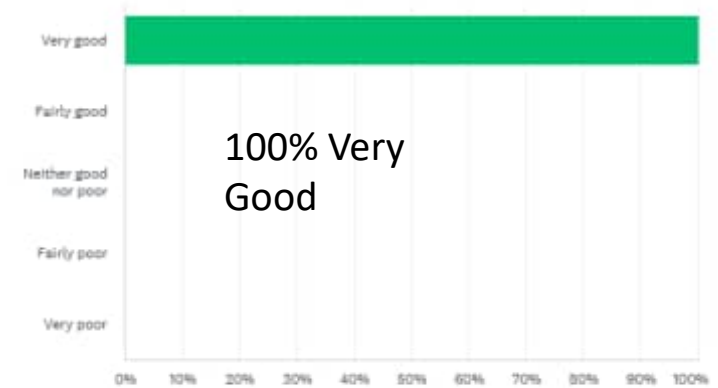
Answered: 4 Skipped: 0



| ANSWER CHOICES | RESPONSES |
|-----------------|-----------|
| Very easy | 50.00% 2 |
| Fairly easy | 50.00% 2 |
| Not very easy | 0.00% 0 |
| Not at all easy | 0.00% 0 |
| Haven't tried | 0.00% 0 |
| TOTAL | 4 |

Overall, how would you describe your experience of your GP practice?

Answered: 4 Skipped: 0

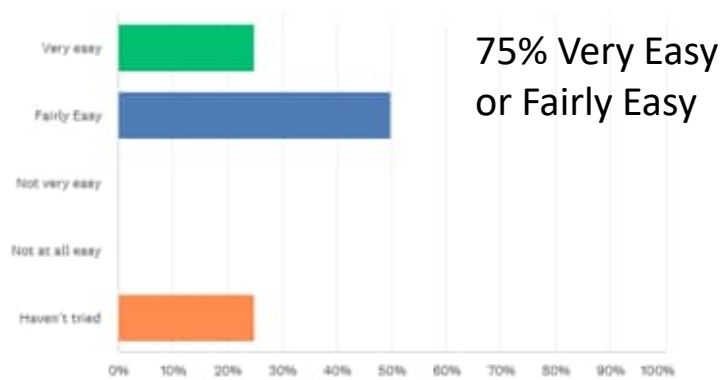


| ANSWER CHOICES | RESPONSES |
|-----------------------|-----------|
| Very good | 100.00% 4 |
| Fairly good | 0.00% 0 |
| Neither good nor poor | 0.00% 0 |
| Fairly poor | 0.00% 0 |
| Very poor | 0.00% 0 |
| TOTAL | 4 |

Patient feedback for those who require access to GP services weekly or monthly

How easy is it to use your GP Practice's website to look for information or access service?

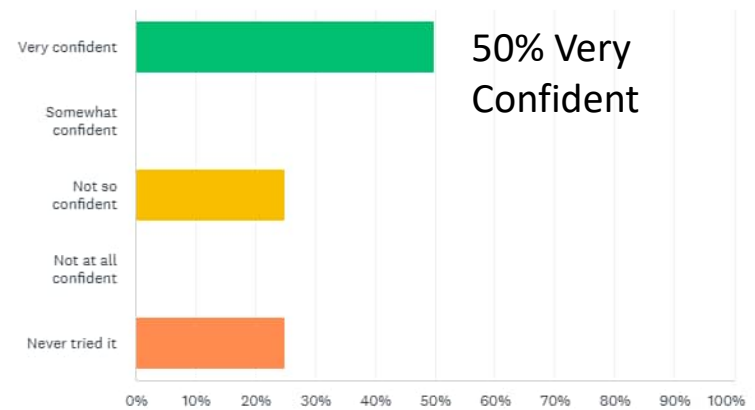
Answered: 4 Skipped: 0



| ANSWER CHOICES | RESPONSES |
|-----------------|-----------|
| Very easy | 25.00% 1 |
| Fairly Easy | 50.00% 2 |
| Not very easy | 0.00% 0 |
| Not at all easy | 0.00% 0 |
| Haven't tried | 25.00% 1 |
| TOTAL | 4 |

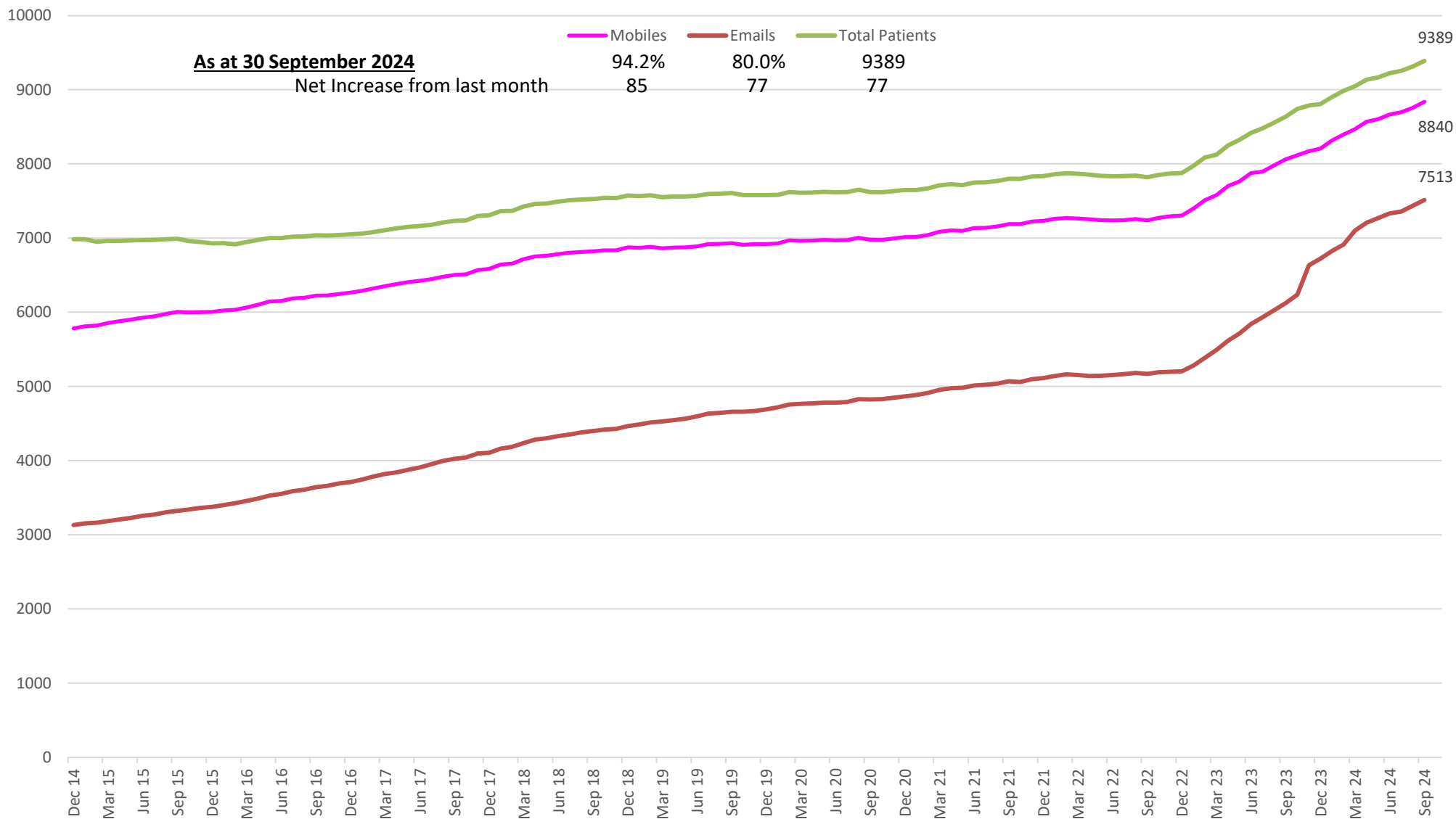
How confident are you in using online systems and APPs (i.e. NHS APP)?

Answered: 4 Skipped: 0



| ANSWER CHOICES | RESPONSES |
|----------------------|-----------|
| Very confident | 50.00% 2 |
| Somewhat confident | 0.00% 0 |
| Not so confident | 25.00% 1 |
| Not at all confident | 0.00% 0 |
| Never tried it | 25.00% 1 |
| TOTAL | 4 |

Total Registrations, Mobile Numbers & Email Addresses Recorded



Registrations and Deductions

