

**Healthcare Central London Federation Pan-Westminster  
Patient Participation Group Meeting**

16<sup>th</sup> July 2024  
17:30 – 19:00

- **Welcome**  
Kirstie Black, HCL Managing Director (Chair) welcomed attendees and informed advised all of the code of conduct for the meeting
  
- **Agenda Item: Practice Websites: You Said, We Did!**  
The Project Lead did a recap of the April meeting and summary of the the “You Said We Did” document addressing how the recommendations given have been incorporated in the newly designed websites. The team continues to work with a designer on the websites to how to make these Practice websites user friendly and follow the NHSE guidelines for achieving a good standard of General Practice websites. The Project Lead stated that it is Practice’s choice to opt-in to have a HCL managed website as well as the content of the website to allow for them to maintain their individuality.
- At the April 2024 meeting, attendees used one of four websites to book an appointment, request for test results and reviewed the language used. The feedback was generally positive, and these are some of the recommendations:
  - Adding the gender of staff on the website. This has been done for GPs and nurses and the team will complete for all staff soon
  - Addition of more PPG information. This has been recommended to all Practices
  - Keeping the language on websites clearer to support accessibility for all. The website will be reviewed regularly to help improve on this
  - Feedback forms on the websites. This has been added

Queries and comments

- This was an excellent initiative and queried if the list of Practices who are yet to take this offer up could be shared. These Practices could be encouraged by their patients to do so and increase standard of websites across the Practices.  
*The Chair responded that the list would be shared as part of the minutes. Please see below:*

**Regent Health PCN**

<b>Complete - 5</b>	
Crompton Medical Centre	RH
Lisson Grove Health Centre	RH
Paddington Green Health Centre	
The Westbourne Green Surgery	RH
Connaught Square Practice	RH
<b>Going live soon - 2</b>	
Woodfield Road Surgery	RH
Imperial College Health Centre	RH
<b>No current interest in HCL-managed website - 1</b>	

Newton Medical Centre	RH
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### St Johns Wood & Maida Vale PCN

<b>Complete - 4</b>	
Third Floor Lanark Medical Centre	SJW&MV
St Johns Wood Medical Practice	SJW&MV
Little Venice Medical Centre	SJW&MV
Wellington Health Centre	SJW&MV
<b>Coming soon - 2</b>	
Maida Vale Medical Centre	SJW&MV
Lanark Medical Centre Dr Kashif	SJW&MV
<b>No current interest in HCL-managed website - 1</b>	
The Randolph Surgery	SJW&MV

### South Westminster PCN

<b>Complete - 3</b>	
The Belgravia Surgery	SW
Belgrave Medical Centre	SW
Pimlico Health @ The Marven	SW
<b>Coming soon - 3</b>	
The Millbank Centre (interested in HCL managed content but not the new design)	SW
The Doctor Hickey Surgery	SW
Victoria Medical Centre (interested in HCL managed content but not the new design)	SW
<b>No current interest in HCL-managed website - 1</b>	
King's College Health Centre	SW

### West End and Marylebone PCN

<b>Complete - 5</b>	
Great Chapel Street Surgery	WE&M
Covent Garden Medical Centre	WE&M
Crawford Street Surgery	WE&M
Marylebone Health Centre	WE&M
Fitzrovia Medical Centre	WE&M
<b>Coming soon - 1</b>	
Soho Square General Practice	WE&M
<b>No current interest in HCL-managed website - 3</b>	

The Mayfair Medical Centre	WE&M
Soho Square Surgery	WE&M
Cavendish Health Centre	WE&M

- Has there been a consultation with ethnic minority patients and what was the feedback?  
*We are yet to request feedback at that level. Please note that there is a language accessibility function on all the websites with most languages and the team will work on raising awareness on this. The drop-down list of languages on a HCL managed website was demonstrated. Practice PPGs must also assist with communicating the function to their patients.*  
*The Chair reiterated that these websites are a work in progress and patients are encouraged to continue to provide feedback*  
**Action: Project Lead to request feedback from Practices about their new websites**
- Since the adoption of the new websites, has the traffic increased?  
*Certain functions such as “Registration” are used more than others. It’s difficult to compare as we do not have the previous data on user traffic but the current traffic for some practice websites is just under 100 per day.*
- Most people want to renew their medication or book an appointment, and these websites redirect you to PATCHS in order to complete these functions so what is the need for updating the websites?  
*Practice websites are a front door for patients and provide information especially for potential new patients who want to register with the Practice. PATCHES is mandatory for Practices as the ICB funds this on their behalf. There is procurement exercise in 2025/26 for this system where the different providers will be reviewed. As the main item from the next PPG meeting is PATCHS, it should feed into the project.*
- For most Practices, patients cannot book their appointments or order prescriptions online so what is use of the website?  
*It is for providing information and increases access, which is one of the goals of the organisation. We will continue to work towards enhancing access to primary care for patients.*
- How will patients who have no knowledge of using websites access their Practice?  
*Practice websites are one of the routes to contacting Practices. GPs are still open for patients to walk into and call.*
- As a Dr Hickey Surgery patient, access to telephone and the internet is difficult but the team makes sure that we are cared for.
- From experience, some Practices refer patients to the website to book appointments even when they’re told that the patient doesn’t have access.  
*Practices know that websites are one of the ways to contact them and not all patients have access. Any concerns at Practice level should be fed back to them.*

- **Agenda Item: Additional Access**

The Head of Service Delivery and Service Manager presented on Additional Access (AA) Service, previously known as Same Day Access. This is funded by NHSE and aims to improve access to primary care. AA came into operation in February 2024 at five sites; Lisson Grove, Marylebone Health Centre, Paddington Green Health Centre, South Westminster Centre and St John's Wood Medical Practice. Patients with acute illnesses for whom the Practice does not have an appointment scheduled for the day will be given the option to make one at any of the five locations for that day or the next. Patients with complex health needs will be seen at their own GP to allow for continuity of care. We have an inclusion/exclusion criteria and appointments are booked by clinical and non-clinical Practice staff, eHub team (responsible for processing PATCHS), NHS 111 and Urgent Care. This service is different from Enhanced Access which operates weekday evenings and Saturday.

AA runs from 2pm to 6:30pm at all sites except South Westminster which is from 1:30pm to 6pm. The service is reviewed regularly for opportunities to improve using data and feedback. The team is attempting to recruit staff with languages spoken in Westminster.

94% of patients who answered the survey (sent via text) post-appointment from April to June 2024 would recommend the service to others and the clinical staff within the service have provided positive feedback about the service. The team is planning to establish a feedback route for Practices in September 2024.

#### Queries and comments

- The ICB has informed patients that in September 2024, a meeting will be held to start the process on co-production of health services at PCN level.
- Which clinicians work in the AA service?  
*Currently, we have Doctors and Advanced Nurse Practitioners who provide face-to-face appointments. We are actively recruiting salaried staff to reduce the use of locum clinicians.*
- Who decides which patient has complex health needs?  
*The Practices know their patients and will do so. Speed is one of the pillars of the service so patients with acute illnesses will be seen under this service and allow for complex needs patients to have more appointments at their own Practice. Some patients may also live closer to an AA site than their GP Practice so this is a plus.*
- When booking patients onto the service, the staff must be careful of disadvantaged patients. They will be travelling to a new environment and likely to have a poorer health outcome. Patient's choice must be exercised.  
*It is completely optional to take an AA appointment and patients can decline the offer. The patient's GP Practice triages these appointments using guidance from the inclusion/exclusion criteria before booking the appointment.*
- Who does the triaging?  
*This differs across practices. In some practices it will be GPs or Nurses, as a minimum it is trained and experienced admin staff supported by clinicians.*

- Wouldn't the AA staff have limited knowledge about the patient? Some patients might have difficulty in communicating their symptoms  
*The patient may be meeting a new clinician for the first time who would know less about them than their own GP. The clinicians in the AA service move around sites regularly so you are less likely to see the same clinician twice. The patient's record is shared before booking the appointment so the clinician will have an understanding of your medical history. The clinicians will draw on their training and experience if the patient is having some difficulties in communicating their symptoms. If a language interpreter is required, details can be added to the appointment and the clinician is able to access a language interpreter service. As ever the patient can turn down an appointment and wait to be seen at their own practice.*
- Why are Receptionists doing the triaging? Some Receptionists are good, and others aren't.  
*They are all trained in triaging within their remit, they would not go outside of their capabilities and have escalation routes to clinicians. Receptionists in this case are not doing clinical triaging and will not diagnose a patient. Also, it depends on the GP Practices; St John's Wood for example the GP triages.*
- There are concerns about Receptionists triaging for the service. As the Chair for a local PPG, feedback I receive from patients is that some Receptionists can be inefficient and lack communication skills. Adding triaging as a responsibility for them will be very risky. Also, information about this service has not been communicated to patients in our Practice.  
*Please note that patients cannot directly book into this service and the team will work on raising awareness of this service within our member Practices.*

**Action: Project team to create communication to Practices raising awareness about the AA service**

- Why can't patients directly book into the service? That would help reduce the delay to receiving treatment.  
*Practices have ownership of their patients' care and booking via them gives them oversight of your record and ensures that complex patients are seen at their own practice.*
- In regard to triaging, it is concerning to expect the Receptionist to know that the symptom a patient presents is linked to mental health.  
*Most receptionists know their patients already and have access to the patient's record. As per their training, they will then be booked with their own GP and not the AA service. Receptionists are signposting rather than diagnosing. The AA team also review the appointments booked and report to Practices any inappropriate bookings.*
- How much training do Receptionists get before starting the role?  
*It depends on the Practice but there is a standardised level of training implemented by the ICB mandatory for Receptionists. They also shadow more experienced staff to understand the role better.*
- Paddington Green Health Centre have great Receptionists.

- From experience, an autistic patient asked for his Mother to speak on his behalf but was refused by a Receptionist saying they had to speak to him first because he was an adult.  
*Practices would have the patient's consent visible on their medical record detailing who is authorised to speak to the GP Practice on the patient's behalf. Patients may choose to remove consent at a later date for having someone speak on their behalf. Please speak to the GP Practice regarding consent.*
- What is being done to ensure patients with communication challenges can use this service?  
*We have translation services and are actively recruiting clinical staff with diverse backgrounds across Westminster.*
- As a first-time attendee of this meeting, the You Said We Did aspect will be affected if HCL cannot address the issues we raise here.  
*The Pan-Westminster PPG allows patients to feedback on services implemented at the federation level. It is important to still attend your local PPGs for Practice level issues. The feedback from this meeting will be implemented as part of service improvement initiatives.*
- What is the target for AA?  
*There was a high demand for appointments last winter and the AA service aimed to address this issue. The service is continuously reviewed in terms of efficiency and utilisation. During the measles outbreak, the additional appointments were helpful at Marylebone Health Centre for example, and helped the Practice prioritise their bookings. From April to June 2024, 88.27% of appointments have been used.*

**Any Other Business:**

- Next meeting: is October 15<sup>th</sup> and main item is PATCHS
- Location: TBC – Thank you for your feedback on the venue
- We are working to source a bigger venue to better accommodate attendees
- A request for an item on the next meeting agenda: Reviewing Practice feedback