

**Springfield Medical Centre
110 Union Road
London
SW8 2SH**

020 3049 4600

Participation Group

Minutes of Meeting: 12th April 2021

At 5pm via Zoom

Present: Dr N Basudev (Partner), Dr N Karthigeyan and LG, 10 PPG members

1. Introductions/Welcome

All members introduced themselves

2. Apologies for Absence:

Miss Bibi Kauroo (Reception Manager)

3. Minutes of last meeting

- Agenda: E-consults

4. New Normal

The surgery discussed with PPG members the 'new normal' in moving forwards during the Pandemic with different ways of making contact with the practice. PPG members were clear in how to make contact by phone and email, often the website is often used to find any updates on changes within the practice.

PPG members also expressed a need to telephone in the morning in order to book a face-to-face appointment with their GP. Springfield Medical Centre offered to review the system with the view of offering a mixture of appointments: advanced booking appointment and same-day as well as being able to book a face to face without a triage.

PPG feedback regarding the services offered by Springfield Medical Centre was positive and praise was mention for reception staff.

Due to the pandemic, hospitals have been processing referrals differently, referrals are prioritised and there is a high number outstanding referrals. In general, all hospital appointments have lengthy delays.

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If patients do want to go private due to lengthy waiting times, Springfield Medical Centre is happy to complete a private referral letter.

5. E-Consult

A Long process to book an appointment however, effective: there are four online forms available for patients to use and this is the most effective way to contact the practice.

6. Telephone appointments

PPG members were not clear that when calling to make a telephone call with a doctor why reception staff ask patients for the reason. Springfield Medical Centre has a Traffic light system: Red, Amber, and Green, by asking for the reason the traffic light system is being implemented.

7. Website

The general consensus is that the website is easy to access, very straightforward and to the point.

Next meeting: 13th July 2021