

**Date: 10/07/2025**

**Chair: SR**

**Present: SP, (Patient Liaison Lead), Dr Earney (Partner), SB, CE, JZ, MH**

**Apologies: RT, JE, DZ, B, PL, KA**

**Location: PutneyMead Group Medical Practice**

### **1. Matters Arising from Previous Minutes**

Waiting Room Chairs: Installed for patients with restricted mobility.

Medication Requests: PPG highlighted negative impact of “Reject” wording. Agreed to rephrase to more supportive language (e.g., “You will be contacted for further discussion”).

**Action:** SP to update wording in system.

### **2. Primary & Secondary Care Communication**

Ongoing challenges sharing clinical information between trusts.

National solution required, but interim measure: allow patients to upload consultant letters/forms.

### **3. Emergency Hospital Departments**

Clarification needed for patients between SDEC, AMU, A&E, and UCC.

SDEC praised for excellent patient feedback.

### **4. Appointment System (Pmead)**

Triage system effective – urgent cases seen promptly.

Routine appointments require 2 weeks’ notice.

DNAs remain an issue, with knock-on impact on availability.

### **5. Patient Records**

Emis system shows only current medications; discrepancies can occur during hospitalisations

### **6. Reception & Accessibility**

Hearing Support: Reception staff to communicate directly (not via screens) for patients with hearing difficulties.

Waiting Room Directions: GPS errors sometimes direct patients incorrectly.

**Action:** SP to add note for reception staff to check on patients waiting long periods.

### **7. Pharmacists’ Role in Prescribing**

SP and KE explained pharmacists’ responsibilities in verifying medication compatibility and legality.

### **8. Vulnerable Patients**

GPs maintain oversight of patients at risk of missing appointments.

Social services involved where necessary.

### **9. NHS App vs. Patient Access**

Agreed to run NHS App workshops every 6 months for new users.

Discussion: NHS App seen as easier for some functions; Patient Access remains useful for medication management.

### **10. Actions Agreed**

SP to rephrase “Reject” wording in patient medication system.

SP to ensure reception staff check in on patients waiting long periods.

SP to review waiting room direction/gps issues.

### **11. Next Meeting**

End of September, following the West Wandsworth Patient Forum.