

# PCN Patient Participation Group Meeting

GP at Hand / Dr Jefferies & Partners

Remote & in-person meeting Dr Jefferies & Partners, 292 Munster Road, London SW6 6BQ  
12 November 2025 12.30 - 13.30



# Agenda

Welcome & Introductions

Housekeeping

Actions from the last meeting

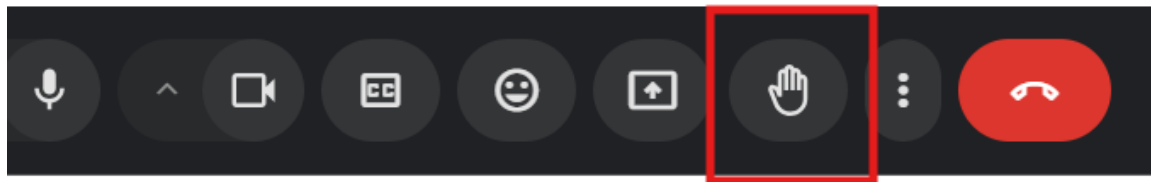
2025 Access Survey

- Dr Jefferies & Partners
- GP at Hand

Group Discussion

# Housekeeping

- Respect patient confidentiality
- Treat each other with mutual respect and share the opportunity to speak
- Be open to listen and support each other
- Please keep your microphone muted and use the 'Raise Hand' option at the bottom of your screen if you would like to contribute to the discussion.



# Actions from the last meeting

Action	What we did
GP at Hand will explore options for better clinic access for GP at Hand patients in southwest London	<b>GPAH: We are now providing 2 full days of GP appointments at our clinic in Raynes Park, including routine, urgent and same day appointments.</b>
GP at Hand & Dr Jefferies & Partners will collaborate to develop survey questions focusing on appointment scheduling, including the time elapsed between booking and appointment, and additional questions to assess service quality. The refined questionnaire should aim for brevity to maximize response rates	<b>DJP: we have done a survey for access in July 2025- and published in our website</b> <b>GPAH: Our 2025 access survey is now live on our website and our F2F clinics</b>

# Actions from the last meeting

Action	What we did
GP at Hand & Dr Jefferies & Partners will investigate strategies to reduce appointment wastage caused by patient non-attendance or cancellations, including analyzing data on no-show rates and exploring options like improved appointment reminders and proactive prescription management. This will include a future discussion of the findings in the next meeting.	<p><b>DJP: We have worked on further strategies with appts cancellation confirmation and spoke to the team about DNAs handling- ( sent an email), we are now proactively changing acutes to repeats for better customers service. We also done an exercise a one off exercise on allergy medications conversion to acute. we have sign off a survey which will go out next week for access, repeat prescribing service and DNA, we will also be sending another DNA survey for the smears in particularly.</b></p> <p><b>GPAH: We have introduced appointment reminders for F2F appointments and we follow up with patients who DNA each month</b></p>
GP at Hand & Dr Jefferies & Partners will ensure paper copies of the survey are available in clinics and will determine the need for translations into languages other than English based on patient demographics. If a significant percentage of patients speak a language other than English, the group will make copies of the survey available in those languages.	<p><b>GPAH: We have introduced paper copies of the access survey in all clinics, including Bengali, Gujarati, Turkish, Arabic, Polish, Easy Read and CYP versions</b></p> <p><b>DJP: Paper copies of our survey were available at reception and a poster was created and displayed in all of the waiting areas with a QR code for patients to complete or direct patients to complete at reception.</b></p>

# Actions from the last meeting

Action	What we did
The practices will work towards developing a system for proactively providing patients with access to their prescriptions and necessary tests, including exploring the feasibility of 12-month prescriptions for frequently needed medications like allergy medications.	<b>DJP: We are already working on this issuing a 13 month prescription where appropriate. Ensuring patients are up to date with reviews and prescriptions are issued in a timely manner.</b> <b>GPAH: We have updated our Repeat Prescription Request Process and we are now proactively contacting patients proactively before their repeat templates run out and offer them repeat dispensing for 12 months where clinically appropriate</b>

# 2025 Access Survey – Dr Jefferies & Partners

Dr Jefferies and Partners conducted a patient survey during October 2025. The survey focused on three key areas: appointment attendance (DNAs), practice access, and repeat prescribing.



## Appointments (Q1)

**Q1. If you've ever missed an appointment without cancelling, what was the main reason?**

### Summary / Outcomes

- Most patients attend appointments as planned.
- Missed appointments mainly due to lateness, traffic, or communication issues.
- Few cases due to travel, work, or misunderstanding about cancellations.

### Proposed Actions

- Continue using and reviewing reliability of text reminders.
- Promote easy cancellation via phone or online options.
- Monitor missed appointment reasons periodically.



## Cancellations & Re-Bookings

**Q2. What would make it easier for you to cancel or rearrange an appointment?**

### Summary / Outcomes

- Most patients find current systems easy to use.
- A few requested additional reminders or longer call hours.
- Minor barriers include difficulty reaching a person

### Proposed Actions

- Strengthen reminder systems (texts and call options).
- Explore one-touch or instant cancellation via text or NHS App.
- Consider extending call-back times or online rebooking options.





# Repeat Prescriptions (Q3-Q5)

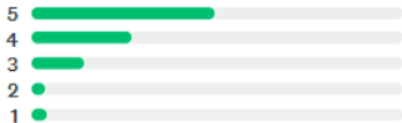
**Q3. How timely are your repeat prescriptions ready for collection or sent to your pharmacy?**

**Q4. How could we improve the repeat prescription process for you?**

**Q5. How would you rate our repeat prescription services?**

- Summary / Outcomes
  - Prescriptions are mostly ready on time with good satisfaction.
  - Patients value clear communication and reliability.
  - Requests for better pharmacy coordination and advanced notice for renewals.
- Proposed Actions
  - Ensure timely notifications for renewals and reviews.
  - Work closely with pharmacies to improve communication.
  - Encourage use of online ordering and provide renewal guidance.

★ **4.13**/5  
Average Rating





## Access to Services (Q6–Q7)

**Q6. How do you usually access our services first?**

**Q7. How would you rate the access to our services?**

- Summary / Outcomes
- • Patients use multiple channels — mostly phone and online.
- • Some prefer in-person access and continuity with usual GP.
- • A few experience challenges using the app or website.

- Proposed Actions
- • Review options for same-day and in-person appointments.
- • Simplify online and app systems for easier access.
- • Support continuity of care with preferred GP where possible.

4.6★

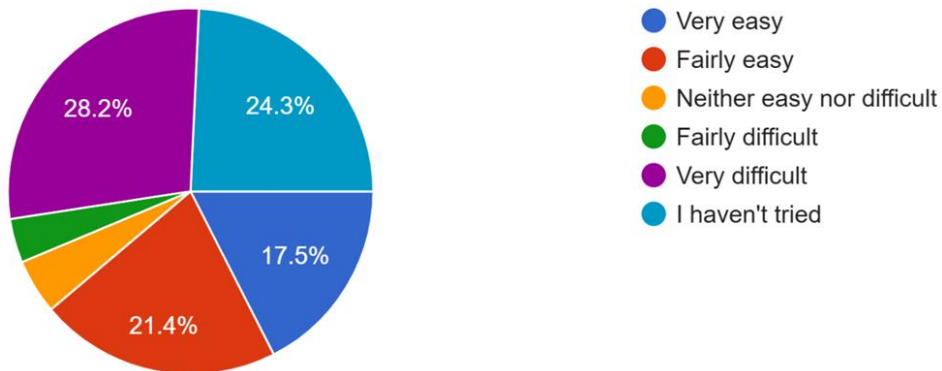
average rating



# 2025 Access Survey – GP at Hand

How easy is it to get through to the GP practice by phone?

103 responses



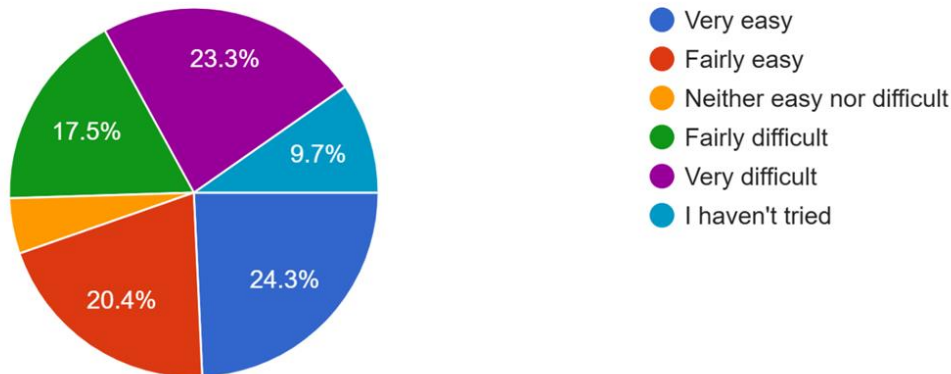
**Better :)**

**In January 2025 38% found it easy to get through to this GP practice by phone**  
**ICS result: 60% | National result: 53%**

# 2025 Access Survey – GP at Hand

How easy is it to contact the GP practice using their website?

103 responses



Unchanged

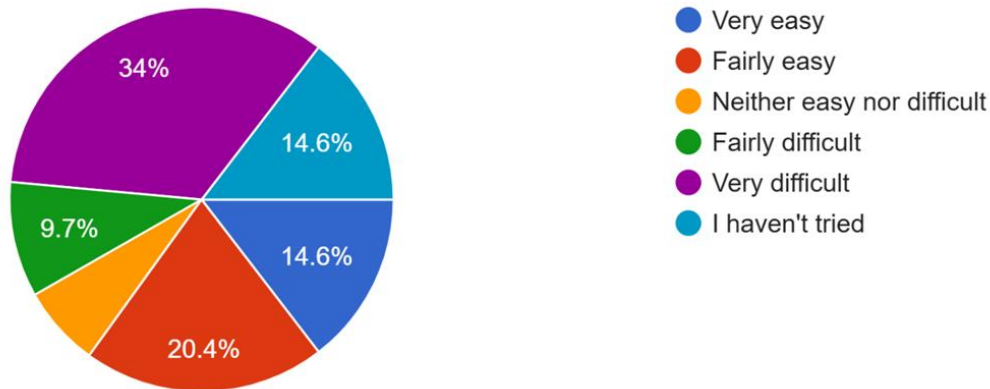
In January 2025 45% found it easy to contact this GP practice using their website

ICS result: 52% | National result: 51%

# 2025 Access Survey – GP at Hand

How easy is it to contact the GP practice using the NHS App?

103 responses



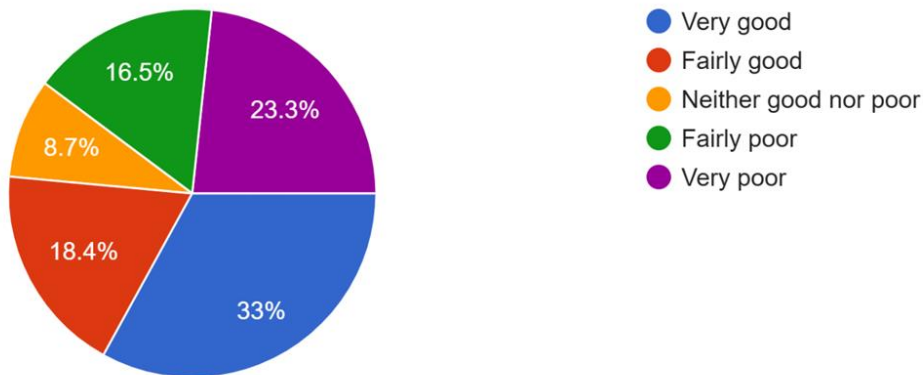
**Better :)**

In January 2025 33% found it easy to contact this GP practice using the NHS App  
ICS result: 51% | National result: 49%

# 2025 Access Survey – GP at Hand

Overall, how would you describe your experience of contacting your GP practice on this occasion?

103 responses



**Not as good :(**

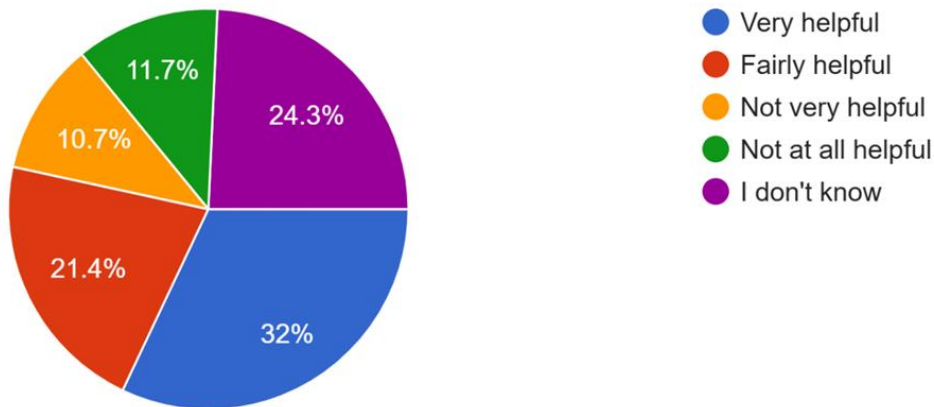
In January 2025 62% described their experience of contacting their GP practice as good

ICS result: 71% | National result: 70%

# 2025 Access Survey – GP at Hand

How helpful is the reception and administrative team?

103 responses



**Not as good :(**

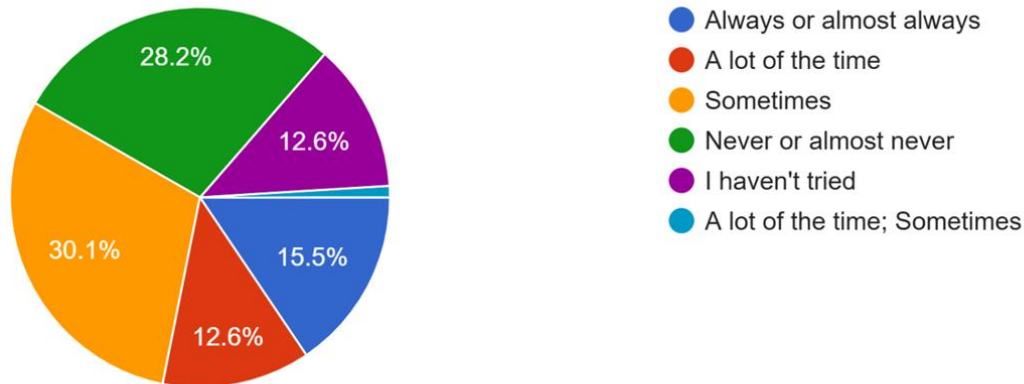
**In January 2025 73% found the reception and administrative team at this GP practice helpful**

**ICS result: 82% | National result: 83%**

# 2025 Access Survey – GP at Hand

How often do you get to see or speak to your preferred healthcare professional?

103 responses



**Better :)**

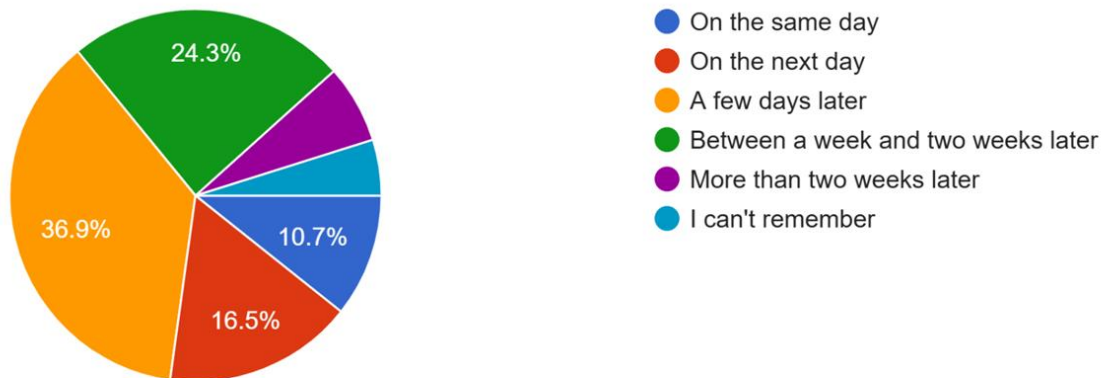
In January 2025 32% said that they usually get to see or speak to their preferred healthcare professional when they would like to  
ICS result: 41% | National result: 40%



# 2025 Access Survey – GP at Hand

How long did you wait for your last appointment?

103 responses



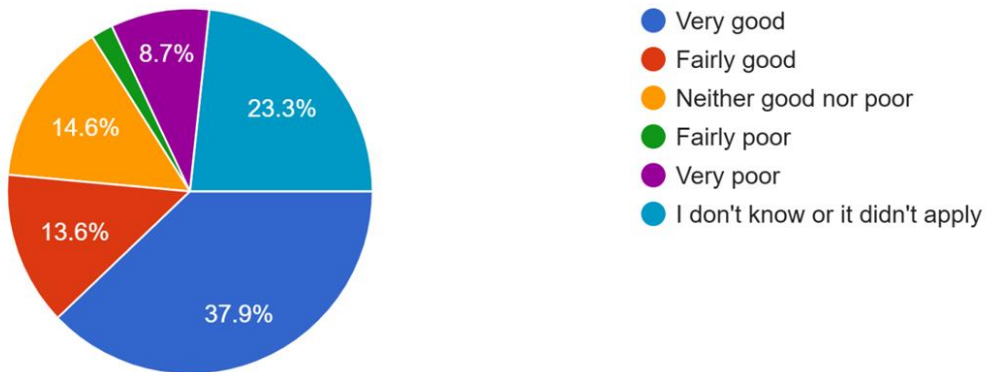
**In January 2025 49% felt they waited about the right amount of time for their last general practice appointment**

**ICS result: 64% | National result: 67%**

# 2025 Access Survey – GP at Hand

How good was the healthcare professional at considering your mental wellbeing?

103 responses



**Not as good :(**

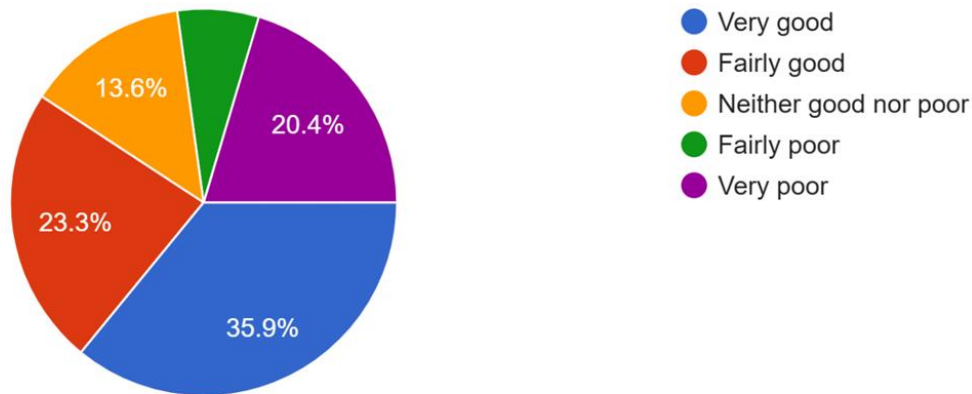
**In January 2025 68% say the healthcare professional they saw or spoke to was good at considering their mental wellbeing during their last general practice appointment**

**ICS result: 74% | National result: 74%**

# 2025 Access Survey – GP at Hand

How would you describe your overall experience of this GP practice?

103 responses



**Not as good :(**

In January 2025 68% described their overall experience of this GP practice as good

ICS result: 75% | National result: 75%

# GP at Hand Google Reviews

## NHS GP at Hand, Fulham Clinic

3.3 ★★★★★ (803) · GP

The Medical Centre, 139 Lillie Rd

Open · Closes 6:30 pm · 0330 303 8000

## NHS GP at Hand, London Victori...

4.3 ★★★★★ (89) · GP

Heron House, Emed, 10 Dean Farrar St

Open · Closes 8 pm · 0330 303 8000

## NHS GP at Hand, Euston Clinic

4.3 ★★★★★ (83) · GP

Emed, 184-192 Drummond St

Open · Closes 8 pm · 0330 303 8000

## NHS GP at Hand, Canary Wharf ...

3.7 ★★★★★ (165) · GP

Upper Level, 1 Cabot Sq

Open · Closes 8 pm · 0330 303 8000

## NHS GP at hand, Raynes Park H...

5.0 ★★★★★ (2) · Doctor

2nd floor, Health Centre, 1 Lambton Rd

Open · Closes 5 pm · 0330 303 8000

# Group Discussion

Thank you