

GP at Hand / Dr Jefferies and Partners PPG Meeting 12th November 2025 12.30pm – 1.30pm

Venue: Hybrid Meeting – Onsite and MS teams

Attendee's

- Rita Bright – Business Partner and Chair at DJP
- Dr Frank Schneider – Medical Director GP at Hand
- Misha Roodbari – Director of Clinical Services at DJP]
- Marie Baker – Contracts Manager at DJP
- Julie Cuming – PA and minute taker at DJP
- Kemisha Plummer – Call Centre Manager at DJP
- Sally Collins – HR and Patient Services Manager at DJP
- Dr Jefferies and Partners – 1 patient in attendance
- GP at Hand – 1 patient in attendance

Introductions

- Rita Bright opened the meeting and welcomed all attendees, noting participation from both GP at Hand (GPaH) and Dr Jefferies & Partners (DJP) teams, as well as two patient representatives attending onsite and others attending remotely.

Housekeeping

Rita confirmed the housekeeping arrangements. Owing to earlier technical issues, she explained that she would pause between each agenda section to allow questions and comments before moving into group discussion.

Actions from Previous Meeting

1. Improving Clinic Access – South West London

Previous Action: GPaH to explore options for enhanced clinic access in South West London.

Update:

Completed – GPaH has launched two full days of GP clinics at Raynes Park, providing improved geographical coverage for patients in that area.

2. Patient Survey on Appointment Scheduling

Previous Action: GPaH and DJP to develop a joint survey focused on appointment scheduling, including waiting times and appointment lapses.

Update:

- DJP completed its Access Survey (July 2025).
- GPaH launched a similar survey, which remains open due to a low initial patient response.
Both surveys will be discussed in detail later in the meeting once final data from GPaH is available.

3. Reducing Appointment Wastage

Previous Action: Both organisations to investigate strategies to reduce appointment wastage through improved cancellations, DNA follow-up, and prescription management.

Update (DJP):

- Implemented double SMS appointment reminders prompting confirmation or cancellation.
- If no response, the team follows up by phone and cancels unconfirmed appointments to release slots.
- Undertook a prescribing review, converting eligible allergy medications from repeat to acute to reduce unnecessary calls to the practice.
- Issued a patient survey to inform of further improvements.

Update (GPaH):

- Introduced reminder texts for face-to-face appointments.
- Monthly DNA reviews and patient follow-ups are now in place.

4. Patient Information – Translations

Previous Action: Ensure paper copies of key information are available in multiple languages.

Update: Both DJP and GPaH confirmed that translated paper copies are now available onsite in a range of community languages.

5. Repeat Prescriptions and Long-Term Medication Access

Previous Action: Both organisations to explore proactive approaches to prescription access and consider 12-month repeat arrangements for stable patients.

Update (DJP):

- Currently issuing 13-month prescriptions where clinically appropriate.
- Ensuring patients are up to date with reviews before extending repeat prescriptions.
- Developing a cohort list of eligible patients, supported by questionnaires and medication reviews, to be completed over the next six months.

Update (GPaH):

- Updated prescription request processes.
- Proactively contacts patients before template expiry and offers 12-month repeat dispensing when clinically appropriate.

Patient Comments

Individual patient queries were raised (mainly relating to GP at Hand services). These were acknowledged but not recorded in the minutes, as they referred to individual cases.

DJP Access Survey Results (2025)

Rita presented findings from the July 2025 Access Survey, covering appointments, DNAs, and prescriptions:

- Sample: 2,000 DJP patients who had attended or booked an appointment.
- Access results:
 - 81% received an appointment within one week.
 - 45% received an appointment on the same day.

- Satisfaction:
 - 75% gave a five-star rating, resulting in an overall average rating of 4.6 stars for practice access and communication.
- Patient feedback on DNAs: Most who missed appointments cited forgetting or being delayed (e.g. traffic). Patients suggested more visible promotion of cancellation options via phone and online.
 - Action: DJP to enhance communication and monitoring of DNA trends.

Cancellation & Booking Process

- Majority of patients find the current system easy to use.
- DJP will explore promotion of the NHS App on the home screen, through registration, and across the practice to help patients view and manage appointments directly.
 - Action: DJP Digital & Communications Team to take forward.

Repeat Prescriptions

- Feedback indicated most patients receive prescriptions smoothly; however, some pharmacies fail to process requests promptly, leading to unnecessary re-contacts.
- Patients requested clearer text notifications confirming when prescriptions are ready.
 - Action: Rita to liaise with the pharmacy team to improve communication pathways.
 - Kemisha is reviewing call-centre data to identify recurring prescription-related issues.

Access of Service Summary

- As part of DJP's ongoing access monitoring, 85% of patients reported accessing services via telephone and securing appointments within a week; half of these were same-day appointments.

- Overall satisfaction remains high with a 4.6 star average rating.

GPaH Access Survey Update

- As part of GPaH's ongoing access monitoring, in January 2025, 38% of patients found it easy to get through to the practice by phone; this result was better than our previous survey
 - In January 2025, 45% of patients found it easy to contact the practice using their website; this result is unchanged from our previous survey
 - In January 2025, 33% of patients found it easy to contact the practice using the NHS App; this result is better than our previous survey
 - In January 2025, 62% of patients described their experience of contacting the practice as good; this result is not as good as our previous survey
 - In January 2025, 73% of patients found the reception and administrative team at the practice helpful; this result was not as good as our previous survey
 - In January 2025, 32% of patients said that they usually get to see or speak to their preferred healthcare professional when they would like to; this result was better than our previous survey
 - In January 2025, 49% of patients felt they waited about the right amount of time for their last general practice appointment
 - In January 2025, 68% of patients said the healthcare professional they saw or spoke to was good at considering their mental wellbeing during their last general practice appointment; this result was not as good as our previous survey
 - In January 2025, 68% of patients described their overall experience at the practice as good; this result was not as good as our previous survey
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- Dr Schneider said GPaH offer 15 minute appointments, which is more than the average practice.
 - During this appointment, discuss as much as you want to and then if it needs a further conversation, you will be sent another link for you to book another call.
 - Some patients have asked how do I book an appointment with a GP that looks after me regularly. GPaH have a very large number of GP's; some of them work part time so depending on the urgency

of your query, we can't guarantee that the doctor who regularly looks after you is working on that day. GPaH suggest you put all your information to smart triage. If it's a follow up, you put your same conditions onto smart triage, you will then be allocated an urgency, and if you get a green outcome, which is something that needs a routine appointment, patients have a huge selection of GPS that you can choose from over a four to six week period. For anything that's urgent, such as breathlessness, patients will get a link that will only give them access to appointments actually happening within the period of time that we see would be reasonable for the conditions that we have.

- GPaH are currently carrying out a continuity of care audit; we're looking at 2% of the most complex patients in our patient list, and are looking at multiple areas to see how we can improve continuity of care. In the next meeting, Dr Schneider will provide an update on the outcome from this audit

Summary of Actions:

Action Item	Owner
Enhance DNA Communication: Enhance the communication and monitoring of Do Not Attend (DNA) trends.	DJP
NHS App Promotion: Take forward the promotion of the NHS App on the home screen, through registration, and across the practice to help patients manage appointments.	DJP & GPAH
Pharmacy Communication: Liaise with the pharmacy team to improve communication pathways regarding prescription readiness.	DJP & GPAH
Call Centre Data Review: Review call-centre data to identify recurring prescription-related issues.	DJP
Continuity of Care Audit: Provide an update on the outcome of the continuity of care audit at the next meeting.	DJP & GPAH

