

Dr Rachel Charge & Dr Tatjana Djordjevic

North Kensington Medical Centre

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www.northkensingtonmedicalcentre.nhs.uk

Attendance:

Tatjana Djordjevic, Travis Darko, Soonu Engineer, Jeremy Raphaely , Stephen Johnson

North Kensington Medical Centre (NKMC)

Patient Participation Group (PPG) Meeting Minutes & Practice Update

1. Staff Updates

Michelle P (Receptionist) – Will be commencing maternity leave shortly.

Jaki (Receptionist) – Has left the practice.

New Starters: Two new reception team members have joined – Louise and Glenys. The team extends a warm welcome to both.

2. Service Updates

Online Consultations

From 1st October, all online consultations will be processed and responded to within 24 hours (previously 48 hours).

If patients do not receive a response within 24 hours, they are advised to contact the practice directly or, in an emergency, attend A&E.

Patients using online consultations should not notice major changes other than receiving responses more promptly.

Practice Development

NKMC is currently working to secure the lease for an additional clinical room.

The PPG strongly supports this development, as it will increase capacity and allow the practice to offer more appointments and services.

3. Patient Communication & Reception Area

Non-Urgent Concerns

Patients are encouraged to use the following routes for non-urgent queries that do not require a doctor's appointment:

PATCHS- Online consultation

Routine booking channels

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Reception Team Conduct

Concerns were raised regarding body language and mannerisms at the reception desk.

Reception staff have completed mandatory training, however, the PPG suggested additional customer care training to further enhance patient interactions.

Action: NKMC to review and arrange customer care training for all front desk staff.

Patient Engagement

The reception team will be reminded to maintain eye contact with patients during interactions.

This practice particularly benefits patients with hidden disabilities such as hearing or speech difficulties.

Action: To be discussed further at the next admin meeting.

Confidentiality and Communication

Patients reported difficulty hearing their names when called by reception or clinical staff.

Some patients also felt uncomfortable speaking at the reception desk, as conversations could be overheard.

Action: NKMC to explore options to improve audibility and privacy at the reception area.

4. NHS App – Medication Requests

The NHS App displays the following message when ordering medication:

“This may not be seen or replied to. If urgent, please contact the GP surgery now.”

Patients are reminded that if their issue is not resolved online, they should contact the practice by phone or in person.

5. Additional Clinical Space

The addition of a new clinical room will enable the practice to offer more appointments and improve access to healthcare services for patients.

The PPG expressed full support for this development.

Next Steps / Actions Summary

Action Item Responsible Party Timeline / Status

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Arrange customer care training for reception team **NKMC Management** Pending review

Discuss patient engagement and eye contact at admin meeting **Admin Team** Next meeting

Explore privacy and communication improvements in reception area **Management**
Ongoing

Secure lease for additional clinical room **NKMC** In progress