



Patient Participation Group

Tabled Questions for meeting 25^h January 2016

1. Tabled Question:

At the September 2015 meeting it was reported that 7-day patient services (hubs) would be starting in October. Dr Miller explained that these may not be particularly relevant for Paxton Green because the Walk and Wait Clinic means that its patients can be seen without delay. However, now that the hubs are up and running and given that Paxton Green does not offer appointments seven days a week, has the Practice made any use at all of this service and if so, to what extent?

Could you clarify how the service works and how it differs from SELDOC and Gracefield Gardens? And where is the hub for Paxton Green patients?

The hubs operate 7 days a week from 8am–8pm, Monday to Friday and 10am–6pm weekends and bank holidays. The access hubs are situated at Clapham, Vauxhall, Streatham and West Norwood. The closest to Paxton Green is:

*Knight's Hill Surgery
West Norwood Health and Leisure Centre
25 Devane Way
London SE27 0DF*

The GPs have the ability to book patients in to any of these hubs via EMIS appointments should there be a clinical need for a patient to be seen outside our normal working hours. Appointments can also be made to the hubs via SELDOC (out of hours) or patients can be seen directly by SELDOC doctors at one of their sites. Out of hours SELDOC or the 111 service would be the first port of call out of hours.

The service differs from Gracefield Gardens as it is not a walk in service. All appointments are pre-booked. We have currently used the hubs on a number of occasions where clinically indicated, but usage statistics suggest that most appointments are being used to create extra capacity at the host practices. Our main concern has been the lack of continuity offered by the hubs when compared with seeing doctors and nurses at Paxton Green.

As we have WAWC there has not been a great need to book patients into the hub, however if appropriate the Team Leader has offered patients this service. During week 14/12/15 – 20/12/15 the Practice was allocated 114 appointments and used only 5 appointments (4%). It seems that patients are not keen to travel to the hubs either.

More information see <http://www.lambethgpaccesshubs.co.uk/>

*Dr Stephen Miller
January 2016*
