

Simpson House Medical Centre

Patients Participation Group

Minutes of the Patients Participation Group Annual General Meeting held on Fri 9 October 2025 at Simpson House Medical Centre.

MEETING AGENDA

1. Welcome and Introductions
2. Apologies
3. Minutes of last meeting
4. Matters arising
5. Chair's Report
6. Practice Report
7. Update on Current Issues at the Practice - Communications
8. Digital Health Access and Website
9. Newsletter
10. Healthsense PCN
11. Election of Officers and Committee
12. AoB
13. Date of Next Meeting

Attendees:

Merlyn Woon Soong, Paul Haart, Alice Onwordi, Geoff Harrison. Rajvi Bhayani, Cherry Tinson, Daniel Goldwater, Debbie Doel, Krupa Adatia, Keith Nicholls.

Apologies:

Geeta Jethwa, Doris Ratnam, Trupti Patel.

Welcome and Introductions

Rajvi welcomed everyone to the meeting. Those present gave brief introductions.

Previous Minutes

The minutes of the previous meeting were formally approved without change.

Matters Arising

None.

Chair's Report - Rajvi

Rajvi had announced at the previous PPG Meeting that, after a year as PPG Chair, she felt that she could no longer continue and confirmed that she would now be handing over the reins to someone else to take the PPG forward.

A general discussion then took place and a number of those present suggested that Geoff should take over the role as Chair, having been a PPG committee member since the formal start of the Group back in 2014.

Geoff agreed to take on the position, as long as someone else would take over the role of Secretary, taking and drafting the minutes of future meetings.

Alice Onwordi, who was attending her first PPG Meeting, having recently moved into the area, volunteered to take on the role of Secretary.

Cherry volunteered to continue as Vice Chair

Geoff, Chery and Alice were then duly elected, unopposed.

Practice Report – Daniel

Roger Jones: Before beginning his report Daniel informed the meeting that Roger Jones – a long-time patient and member of the PPG – had sadly passed away. He paid tribute to Roger as one of the nicest people you could ever hope to meet, always ready to help in any way he could (as he had done during the pandemic). He will be greatly missed.

Staffing: Dr Lakhani has now gone to Dubai. Dr Gandhi and Dr Islam are both now staying on. There is a new receptionist, Nina, starting next week. Otherwise, the team is generally stable.

Booking System: PATCHs hours for non-urgent appointment requests have now been extended to cover the full surgery opening times from 8am until 6.30pm. Urgent appointment requests remain at their earlier closing time to permit review by a doctor before the practice closes for the day.

Heidi Trial: This system (AI powered “ambient transcribing” of consultations) had been less successful than initially hoped due to the number of transcription interpretation errors being generated, resulting in significant time being spent by doctors making corrections.

Building: The refurbishment of the kitchen has been completed. Next in the renovation list is new carpet for reception and the meeting room. This will be followed by a new coat of paint generally (not blue!).

Anniversary: Daniel also mentioned that he had now been at the Practice for 25 Years. He received a spontaneous round of applause from all those present!

Update on Current Issues at the Practice - Communication

Geoff brought up the subject of communication with the practice. Numerous emails sent to members of the practice about PPG and related matters had not been answered – some after months of waiting.

In particular, emails about the following topics had gone unanswered and unactioned:

- 1) WhatsApp Channels: A decision on the suggested use of this messaging feature, first discussed with Daniel in an earlier PPG Meeting, as an alternative – and free – means of communicating general information to patients (and already used by other practices), had been outstanding for more than a year, despite follow-up requests.
- 2) Digital Health Access: An initial meeting with Krupa had taken place in March about ways to help those patients who found using on-line services a challenge, in particular making appointments. Holding help sessions at the Surgery had been suggested. Geoff had also suggested that he build a website with simple instructions on how to get signed up with an NHS login and then using it to access PATCHs and other on-line services.

By May he had built the initial website and requested by email that Krupa and Daniel review it to see if they had any suggestions for improvements or changes.

In June he had emailed both again to say that he'd made a number of updates and changes as a result of his own contacts observations and again requesting that they review the website.

In late June Krupa replied, saying that they were very busy, but would take a look when they had time.

As of the date of this meeting this had apparently still not happened as no response had been received by Geoff.

Geoff made the point that although he understood that there were obviously other, higher priorities within the Practice, having no-priority at all was not a viable way of getting anything done.

Both Daniel and Krupa apologised for their lack of action and promised to review the above items.

ACTION: Daniel to review the use of WhatsApp Channels to disseminate information to patients.

ACTION: Krupa and Daniel to review the Digital Health website and give feedback to Geoff.

Digital Health Access and Website

Geoff then gave a very brief demonstration of the website that he'd built (currently hosted as a trial at: <https://shppg.delitech.co.uk/>) which could be used on any device with a web browser (PC's, mobiles, tablets, etc.) and in full-screen Presentation Mode on a PC with a projector or large screen, when used with an instructor.

Daniel confessed that he hadn't even aware of it and expressed his surprise and enthusiasm at what had been done, suggesting that it may even remove the need for the help being given by Reception staff to those patients having difficulty getting on-line to make appointments.

There was then a discussion about making a permanent home for the website, possibly as part of an overall PPG site, set-up either as a sub-domain of the main practice website or with its own web address. The main website would also be updated to point users to the PPG/Digital Health site once the sub-domain / separate address choice had been decided.

ACTION: Daniel / Krupa to decide on the address type to be used and adding details to the main website to direct patients to it.

Newsletter

The Newsletter is currently in abeyance. When resumed, it will be available for download as a pdf from either the main website or PPG site (once this has been set-up).

Healthsense PCN

With the departure of Dr Lakhani, Daniel had now taken over his role at the PCN Paediatric Clinic.

Election of Officers

This was due to be a separate Agenda item, but following the discussions during the Chair's Report (see above) the following had already been nominated and confirmed unopposed:

Geoff Harrison	Chair
Cherry Tinson	Vice Chair
Alice Onwordi	Secretary

AoB

There being no other business, the meeting was brought to a close.

Date of next Meeting

The next standard PPG meeting will provisionally be held, with Geoff as Chair, as follows:

Thursday 12th February 2026 at 12:00

in the Simpson House Conference Room.