

Simpson House Medical Centre

Patients Participation Group

Minutes of the Patients Participation Group Meeting held on Thursday 12 Feb 2026 at Simpson House Medical Centre.

MEETING AGENDA

1. Welcome and Introductions
2. Apologies for Absence
3. Minutes of last meeting
4. Matters arising – Actions from last meeting
5. Chair's Report
6. Practice Report
7. Update on Current Issues at the Practice
8. Healthsense PCN
9. Any Other Business
10. Date of Next Meeting

Attendees: Geoff Harrison, Merlyn Woon Soong, Paul Hart, Keith Nicholls, Trupti Patel, Geetha Jethwa, Cherry Tinson, Doris Ratnam, Rajvi Bhayani, Carolanne Kong, Debbie Doel, Krupa Adatia, Daniel Goldwater.

Apologies: Sonal Patel, Hansa Harsiani, Sushila Shah.

Welcome and Introductions

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

Previous Minutes

The minutes of the previous meeting were formally approved with one note: Carolanne Kong had inadvertently been omitted from the Apologies list.

Matters Arising

Action: WhatsApp Channels – Daniel

Daniel had expressed continued concern about the official position regarding the use of WhatsApp for communicating information with patients. In particular he is unsure about the position regarding approval by official bodies such as the ACB (Appointments Committee Board). It had already been established that SMS text messages were far too expensive to use in this way.

Chair's Note: Subsequent to the meeting, further research revealed that approval is not required for this use case as no personal healthcare information is involved. Details of this and numerous other GP Practices and official health bodies including the government itself and NHS England that are using WhatsApp in this way were sent by email to Krupa and Daniel straight after the PPG meeting.

As of 04-Jun-26 no response to this email has yet been forthcoming.

Action: Krupa and Daniel to review the Digital Health website.

Daniel expressed his enthusiasm and thanks to Geoff regarding the website. A link to it had been added to the main Simpson House website under Services | Digital Health Access

<https://www.simpsonhouse.org.uk/services/digital-health-access/>

Daniel had also created a QR code with a short URL link: <https://bit.ly/PATCHSHELP?r=qr> which can be scanned by mobile devices to go directly to the website.

Chair's Report - Geoff

At the last meeting, as a result of Geoff having agreed to take on the post of PPG Chair, the post of minutes secretary he had previously occupied had been filled by Alice Onwordi who had volunteered for the role. Unfortunately, she had subsequently decided not to take up the position and so it remains vacant. Having asked those attending for volunteers and none coming forward, Geoff has, just for the moment, continued to take the minutes in addition to acting as Chair.

Anyone who is willing to take on the role of PPG Secretary should email Geoff at:
simpsonhouseppg@gmail.com

Practice Report – Daniel

PATCHs System: The AI triage feature was switched on at the end of last year. This asks some additional questions when patients are completing a Request in order to detect those whose symptoms indicate a serious condition requiring immediate emergency treatment rather than making a normal appointment.

Patient List: The number of patients registered at the Practice is falling and suggestions for ways to reverse this trend would be welcome. A significant portion of GP practice funding from the NHS is based on the number of registered patients. This core funding makes up

about 50% to 60% of a practice's total income. However, it is not simply a flat rate per person; the funding is adjusted to reflect the workload and healthcare needs of the local population. Reduced funding can affect the range and extent of the facilities the Practice is able to provide.

Website: The current website is difficult and cumbersome to update and needs improvement or complete replacement. Options are currently being explored.

CQC Inspection: The inspection was completed during December last year. The report is still awaited.

Staffing Changes: A new Receptionist, Nina, has arrived. One of the practice nurses, Maria Dungarwalla, has left. Nilpa Thakkar, Maria Perez and Shelly Tejani all continue. The practice also has two new registrars.

Newsletter

No updates to report.

Healthsense PCN

No updates to report.

AoB

RSV for the over 80s: This will be added to the list of available vaccinations from April. Respiratory Syncytial Virus, can cause severe illnesses, such as pneumonia and bronchitis, in vulnerable groups.

Jessie's Rule: Often referred to as "Three Strikes and We Rethink", this is a patient safety initiative rolled out towards the end of 2025 mandating that General Practitioners reassess a patient's case if symptoms remain unresolved or escalate after **three appointments**. Training and resources including posters are being provided support its implementation. The rule is named after Jessica Brady, who died of cancer in 2020 after more than 20 GP visits failed to correctly identify her condition.

There being no other items for discussion, the meeting was brought to a close.

Date of next Meeting

The next PPG meeting will be held on Thursday 11th June 2026 at 12:00 in the Simpson House Conference Room.