

Simpson House Medical Centre

Patients Participation Group

Minutes of the Patients Participation Group Meeting held on Thursday 15 May 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
8. Newsletter
9. Healthsense PCN
10. Any Other Business
11. Date of Next Meeting

Attendees: Dr. Daniel Goldwater, Krupa Adatia, Rajvi Bhayani, Geoff Harrison, Cherry Tinson, Julie Harris, Nalin Mistry, Keith Nicholls, Hansa Harsiani, Geeta Jethwa and Debbie Doel.

Apologies: Doris Ratnam

Welcome and Introductions

Rajvi welcomed everyone to the meeting. Those present gave brief introductions. It was noted that attendance appeared to be lower than previous meetings.

Previous Minutes

The minutes of the previous meeting were formally approved with one note: Some names had been inadvertently omitted from the 'apologies' list. These should be added to the formal record.

Matters Arising

None.

Chair's Report - Rajvi

Bernice (the original chair of the PPG) has now moved away and is no longer a patient at the practice.

The next meeting will be a – somewhat overdue – AGM.

Rajvi also announced that, at that meeting, she will be formally stepping down from the role of Chair of the PPG, leaving a vacancy which will need to be filled.

Rajvi also posed the question that, apart from being a legal obligation, how useful is it to have a PPG?

Daniel replied that it was a very important group which represents patients views to the practice and influenced how the surgery provides services and care.

There then followed a general discussion about the role of the PPG, during which it was mentioned that the PPG should have some designated space of its own on the Simpson House website. Geoff suggested that the PPG could perhaps have a sub-domain (such as ppg.simpsonhouse.org.uk) allocated to it. This would allow it to be hosted and administered separately from the main website (which Daniel advised has strict NHS rules and is difficult to update as it is externally maintained), but still be linked to it. An alternative would be to set-up a new domain name and website for the PPG, similar to that run by the Pinn Medical Centre PPG.

Currently, the only mention of the Simpson House PPG anywhere on the main website is a brief description two levels deep from the front page, which can only really be found if you already know that it is there as there is no direct access from the main menu:

<https://www.simpsonhouse.org.uk/about-section/patient-group/>. This is far from ideal.

Noting that the current PPG was made up from predominately older patients, it was suggested that there should be an effort to recruit more younger people. This could be done by a poster campaign and also publicity on the Simpson House website. The surgery also has a Facebook page which has languished unused for years (the most recent post being February 2022), which could be re-activated if deemed useful.

Practice Report – Daniel

PATCHs System: The trial system cap (90 appointment slots in the morning, 40 in the afternoon and 20 in the evening on Mondays only) has had the effect of spreading the load onto other days.

In October, it is planned that the PATCHs system opening hours will be extended to the full surgery opening hours. Currently it closes somewhat earlier.

Heidi: This is a new AI driven transcribing system which automatically takes notes of a patient consultation. This allows doctors and other clinical staff to spend more face-to-face time with patients instead of writing notes manually. The system has been adopted by the NHS in Northwest London and Simpson House are trialling it.

So far, the system had performed impressively well and needed minimal manual correction. The trial is ongoing. More information: <https://www.heidihealth.com/uk>

Premises: Refurbishments were continuing with the kitchens being updated and new flooring laid.

Newsletter

No updates to report.

Healthsense PCN

There is a new Paediatric Clinic being run by Dr Lakhani and a paediatrician.

AoB

Digital Health Access and Engagement: To assist those who may be having difficulty accessing and using the various online NHS systems, there were already plans for videos to be made on how to use PATCHs as there don't seem to be any suitable ones currently available. There were also plans by Dr Hussain to run classes at the Surgery, with PPG assistance. Neither have, as yet, come to fruition.

Geoff suggested that there should also be an online step-by-step reference guide which those wishing to access the NHS App and, in particular, the PATCHs appointment system could use to help them through the process of signing up and then accessing the system.

Geoff and Krupa will have a meeting to discuss this in more detail.

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 ~~18th September~~ 9th October 2025 at 12:00 in the Simpson House Conference Room.