

Simpson House Medical Centre

Patients Participation Group

Minutes of the Patients Participation Group Meeting held on Thursday 23 January 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. Friendship Café Coffee Mornings
9. Newsletter
10. Healthsense PCN
11. Any Other Business
12. Date of Next Meeting

Attendees: Dr. Daniel Goldwater, Krupa Adatia Rajvi Bhayani, Cherry Tinson, Geoff Harrison Merlyn Woon Soong, Doris Ratnam, Douglas Spreckley, Nalin Mistry, Gita Mistry, Hansa Harsiani Keith Nicholls, Bernice Philllips, Frank Phillips

Apologies: Record of apologies not available.

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 with one note: Doris Ratnam's name was omitted from the 'apologies' list.

Matters Arising

None.

Chair's Report - Rajvi

Patient Access Survey: most patients who took part in the survey had reported that they were happy with the Practice. Further information for Harrow is here:

<https://moderngov.harrow.gov.uk/mgAi.aspx?ID=137204>

The detailed 2024 survey results can be viewed here:

<https://www.gp-patient.co.uk/PatientExperiences?practicecode=E84008>

Friendship Café: Due to lack of demand, the Friendship Café has effectively been suspended indefinitely. See separate agenda item below regarding this.

Practice Report – Daniel

Staffing: The current team is fortunately very stable. Name badges, with name and title, will be introduced for all staff members to make it easier for patients to know who they are dealing with.

PATCHs System: The system is to be capped at 90 appointment slots in the morning, 40 in the afternoon and 20 in the evening on Mondays only, as a trial.

On all other weekdays, requests will be bookable as follows:

08:00 – 17:00 for clinical requests

08:00 – 18:00 for non-clinical requests

To assist those who may be having difficulty accessing and using the system, there are plans for videos to be made on how to use PATCHs as there don't seem to be any suitable ones currently available.

There are also plans by Dr Hussain to run classes at the Surgery, with PPG assistance.

Friendship Café Coffee Mornings

There was a general discussion about attendance, costs, etc. As has been noted in a number of previous PPG meetings, falling attendance rates and proposals by the church to charge for the hire of the room have meant that the sessions, as they were, are no longer viable – hence the handing back of the keys.

Doug was very keen to continue, but currently the demand is just not there. For the moment at least, there will be no further Friendship Café meetings.

There is, however, a general Harrow group, run weekly in St Peter's Church, Harrow.

Newsletter

There was some debate over whether the newsletter should in future be made available exclusively on the practice website. Publishing in printed form requires considerably more effort and also incurs additional costs for printing.

Daniel will look into making pages available on the website and also banner space on the front page to draw people's attention when a new edition is published.

Healthsense PCN

No updates.

AoB

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 15th May 2025 in the Simpson House Conference Room.