



**MINUTES OF PPG MEETING (held on Zoom)**  
**Tuesday 21<sup>st</sup> November 2023**  
**Belmont Medical Centre**

**List of Attendees:**

Ken Buckler  
Peter Lassoff  
Carole Mann  
Brian Pook  
Keith Hales  
Claire Picton  
Judy and George Cooper  
Dr Jyoti Ramchandani (Practice)  
Zoe Taylor (Practice)

Ken opened the meeting and welcomed everyone.

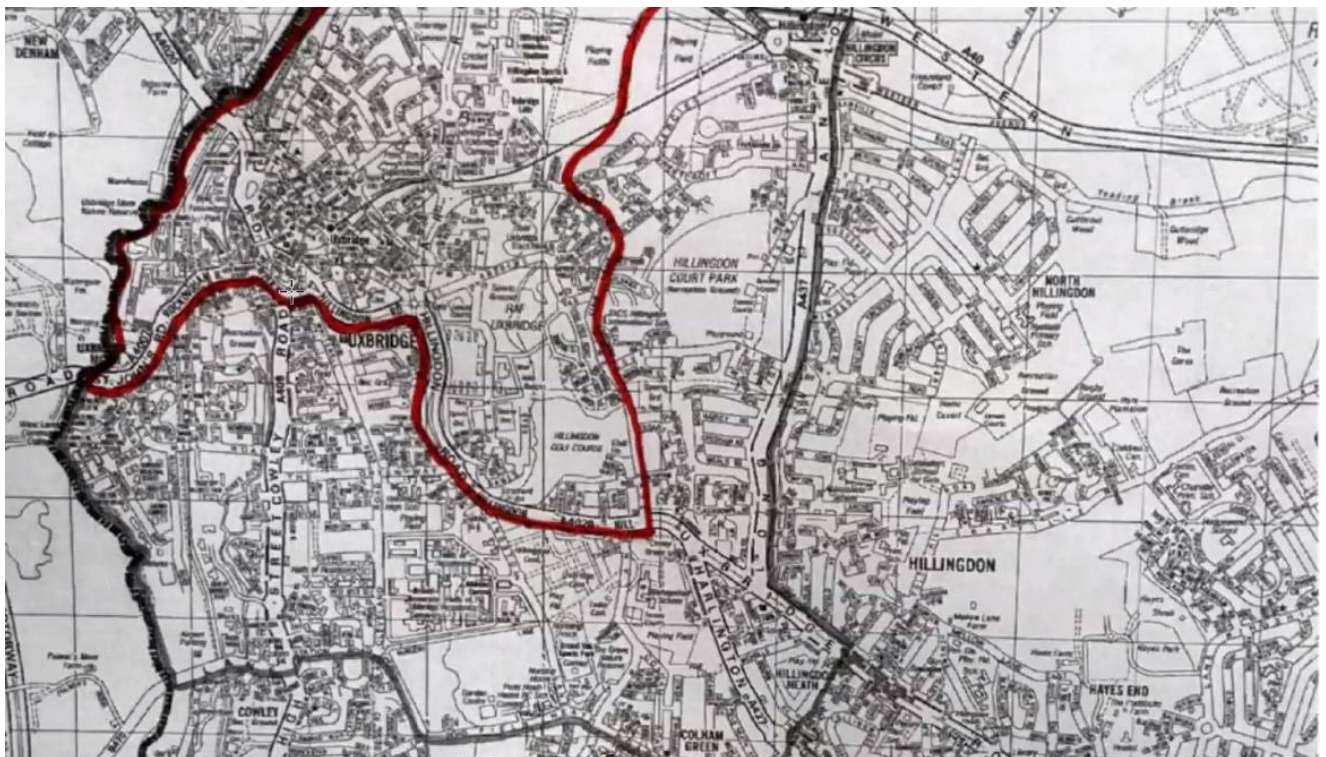
- Zoe announced that the Practice has now closed the list to new patients, from 27<sup>th</sup> Sept, and will reopen 27<sup>th</sup> December. Applied to reduce the boundary to reduce the number of patients.
- Six other surgeries were contacted to see if they support the boundary reduction. Responses from only two so far, need other practices to accept. One declined to support as they also want to reduce their numbers. Brunel – supporting us and happy to take on new patients from us.
  - Large increase on new students from Brunel registered with us. Same with other practices.
- Centre of Uxbridge increasing dramatically, planning permission to build a seven-story care home facility on the Halford site. Also, Xerox site to be residential. More properties going up on the RAF site and others. Centre of town population expanding tremendously.
- Existing patients – if you reside outside of the proposed new boundary, you will stay with the Practice. No need to register elsewhere. New family member etc, all OK to register with the Practice, unless they moved to somewhere outside of the boundary.
- 9003 patients registered now and the Practice is seeing a marked reduction since the list has been closed. List closed end of Sept.

Date	Registered Patients
27/09/2023	9,121
27/10/2023	9,047
21/11/2023	9,003

- About 20% turnover in patients registered. Appointments still taking two weeks for now (lots of GPs on leave) but waiting time expected to reduce moving forward.
- Planning on meeting 11 Dec to discuss future of clinical positions in the Practice. Look to increase the number of clinical sessions and how to do it – locum, another salaried GP, partner, etc. What can be afforded to meet needs.
- Dr Garcin – no plans for retiring at the moment.
- Need to add in another 3 GP sessions.
- Lot of PCN sessions at the surgery, need more GP space, so need to release some of the PCN people.
- Boundary Change request – submitting in January. Decision – probably February. No change immediately. Took 10 months to close the list, so ... ! Depends if they want more information.
- *Unanimous agreement in PPG to the proposed boundary change. Formal vote taken, everyone agreed.*
- Hoping to reduce intake about 50% by the boundary change.
- It benefits everyone, all patients and the Practice. Waiting times will come down.
- Money to help improve the 8:00 AM rush for appointments from gov't is on offer. Other Practices – starting to restrict all people to Patches only to book appointments; Belmont Road does not restrict people that way. Automated telephone systems – very frustrating, Practice not keen on this for booking appointments. Being told where you are in the queue is also helpful, as is the callback service.
- Reward scheme for staff – compliments accepted, feedback welcome. Please dropping a note if you have feedback about staff, emails to Zoe. Amazon voucher for Practice recipients.
- Language – patients can choose their language on the online registration service where there are language issues filling out the forms etc for new patients.
- FAQs – steering patients to the NHS app. Lots of questions can be answered there.
- Telephone Appointment – sometime within the hour given, not exact time stated in the NHS app.
- Thanks Bill for a medication delivery today!
- Medical students from Imperial at in the building – speaking to patients and doing a survey as well, probably about patient satisfaction. Text messages will come about it. Here until March, first year students.

- Patient Access will say when repeat meds are due.
- Practice from January will no longer accept emails for repeat meds requests. Need to go through apps or Patches. Email use strongly discouraged for repeat meds request.
- Sarah – excellent, fast response to Patches requests.
- Next meeting – end of Jan.
- “Discover Me” –research conducted by the Federation. Survey. Was sent by text message to patients. From the Practice. Nationwide research survey on family history/genetics. Filled it but no response; 5 members registered but no response from them, over a month ago.
- Judy registered, still waiting for a diagnostic kit after a month.

**Proposed Boundary Change (red line):**



P Lassoff, 12/11/2023