



MINUTES OF PPG MEETING (held on Zoom)
Tuesday 27th February 2024
Belmont Medical Centre

List of Attendees:

Ken Buckler
Peter Lassoff
Bill Corsar
Brian Pook
Keith Hales
Claire Picton
Judy and George Cooper
Zoe Taylor (Practice)
Apologies:
Dr Jyoti Ramchandani (Practice)

Ken opened the meeting and welcomed everyone.

- Boundary changes – no information. Email back from primary care delivery managers, claimed they didn't receive the paperwork. No word back from them after a month, they did have all the paperwork. Zoe will update when she hears back.
 - Practice applying to narrow the catchment area for new patients.
- Synergy face to face group meetings at St Andrews Church, Roadshow. Ken left partway through, frustrated. People were asking personal questions to healthcare professionals which was unprofessional – not appropriate for a Q&A. These should have been confidential advice sessions, not public Q&A.
 - Other feedback has been very positive.
 - Information about the Roadshow was not clear as to what was happening there, e.g. get weight and height measured, BMI score, blood pressure etc. Flyer misleading?
 - Confusion about the notification via patient text, too many questions from patients to the surgery etc. Won't promote like this in future.
 - About 50 people attended, good turnout. 5-6 sessions during the day. 50-60 or so per session.
- Email from IFRA, organising Synergy PPG. Organising another one. IFRA is now the contact for it.
- How is access to the surgery? Better or worse? Pharmacy First scheme? Book directly with physios or others? Dietician etc.
 - George – Pharmacist referred to surgery nurse who referred to the GP...

- Pharmacy First – pushback from the surgery who needs that money.
- No face to face for initial consultation – needed for physio and podiatry especially.
- Not being promoted enough, not huge uptake for these services yet. Will continue to audit.
- People want to work from home which is causing this issue about initial phone consultations. Also, lack of room at the surgeries for these.
- Employed by the confederation not the surgery.
- Pharmacy First – Pharmacy Techs - template approach, asking questions etc, no clinical judgement – health and lifestyle questions. Pharmacists get into the clinical part.
- Trainee nurse for a year, qualified, joined as a staff member but now has left. Have a local nurse, Shareem, once a week now. Emma – senior nurse, Joanna, Angela and now Shareen.
- Dr Chivon due to return from mat leave
- Dr Shivanadam staying through Sept, locum
- Care information exchange – how to provide a photo without a smart phone.
 - How useful is it to have access to your records?
 - Medication reviews – are done regularly.
 - Test results come to you via messages – NHS app, Patients Know Best, etc.
 - If help is needed for NHS app, there are people who can help – Kate.
- GP numbers vs Sessions:
 - 32 sessions, going to have another 4 with Dr Ramadan, so 36. After Sept, not clear what will happen. Another doctor may or may not continue from Sept onwards, should know by June.
 - Still about 9,000 patients.
 - Need 3-4 GP increase to make workload easier, but comes down to finance.
 - Dashboards show length of time to see GP, within 2 weeks in the surgery. Hillingdon does a lot more same day appointments, whereas Belmont Road has more of a mix. Appointments are open for 6 weeks.
 - Looking at a whole new venture from April about access.
 - Same day urgent care service and extended hours available. Ruislip, Penbrooke Centre.
 - Shortage of GPs in general – GPs don't want to do the job. Practices becoming a team of administrators basically. More and more is admin and paperwork.
 - Medical Students from Imperial – finishing this Thursday.
 - Next meeting around June.