

Patient Participation Group – Minutes of Meeting - Tuesday 23 rd Sept ‘25			
		Start 6.30 pm	Harefield Practice Meeting Room
Facilitators – SR; JM; JR			
Janet Brown - Chair	Scott Ridley Practice Manager	Jessica Rowley Deputy Practice Manager	Dr Anthony Gallagher GP Partner
Ian Bendall	Tracey Blake	Patrick Connaughton	Eugene Dalton-Ruark
Vicky Fox	Jackie Henning	Michael Kurzberg	Jayne Mead - Chair
Jacky Metcalfe	Jenny Shave	Wendy Rice -Morley	Christine Williams
Cllr Jane Palmer (VPPG)	William Spencer (VPPG)	Jean Wright (VPPG)	Jackie Henning (VPPG)
Alan Woolf (VPPG)			
In the absence of JB, and following discussion , JM was appointed as Chair for this meeting. 1) JM welcomed the meeting and thanked everyone for coming 2) Apologies: Wendy Rice-Morley, Janet Brown			Action by
3. Minutes Accuracy (from 08.07.2025 meeting) • A member noted the minutes did not sufficiently reflect the level of praise and thanks given to all staff for achieving a CQC overall GOOD rating .			SR
4. Matters Arising (not on agenda) • Dementia: Ongoing updates required. • Environment/Frontage: Request for support with gardening and frontage improvement. Practice open to help if given notice. TB offered her assistance with help from others at Clancy’s. ALL members, with family and friends were invited to help. • Appointment Texts: Some duplicate/ inaccurate texts were noted (e.g., flu jab bookings not displaying correctly/ request to book vacc. After one had been received). Issue identified and resolved. To be monitored. • Access Road: Great concern over the potholes and potential incidents/accidents both to patients and vehicles and potential claims for damage/injuries. Confusion continues over responsibility for road/pothole maintenance. Responses to SR investigations - NHS Properties and London Borough of Hillingdon both deny ownership. Action to escalate via land registry.			
5. Practice Update • Flu Vaccinations: o Clinics scheduled for 1 Oct (Wed 2–6 pm, 300 patients booked) and 4 Oct (Sat AM, ~700 booked) .			

- Volunteers requested. JB has volunteered, JS (1st) TB (4th)
- **PCN & Access to Appointments:**
- Concern discussed, from both viewpoints, and examples of where this system fails raised. The practice confirmed that a clinical incident was completed for each attendance.
 - Disputes remain regarding patients being directed to **Pembroke Hub**.
 - Many patients redirected there later returned to Harefield for the same issue (wasted appointments).
 - Agreement: Practices must triage patients who cannot reasonably travel.
 - Positive development: increased **delegated budgets**, giving Harefield more control.
- **Staffing:**
 - A **paramedic** has been recruited (full-time, 37.5 hrs/week). Will start in 3 months (notice required for current position)
 - Will handle urgent presentations and housebound visits, creating ~8 additional sessions weekly.
- **Premises:**
 - Business case for **upstairs expansion** progressing.
 - Decision expected **1 Oct 2025** on whether funding approved for 7 new clinical rooms.

6. CQC Report

- Outcome: **GOOD rating overall**.
- Inspectors praised practice for **179 additional services**, covering patient journey “from preconception to bereavement”.
- Minor issues highlighted (NHS Properties-related: bins, lighting, doors).
- Action Plan includes further **reception training**.
- **Commendation:** Patients specifically praised **Holly (Reception Lead)** for her calm and empathetic approach.

7. Telephone System

- Wait times improved from **45 minutes** to an average of **2–3 minutes**. Time was disputed – does this include time to go through options?
- Patients expressed frustration at complexity of call menus. The practice gave an explanation for the need for options and intent to filter patients to the correct person which offered a bit more clarity and satisfaction.
- Discussion: Balance between patient clarity and NHS funding rules (targets require 90% of calls answered within 10 minutes).
- Overall, the committee is unhappy with the current system. To be monitored-further review planned.

8. Blinx

- Patients raised concern that **no record is kept of submissions**. The patient wondering if the request had gone through and with nothing to refer to should further should it need chasing up.
- Practice acknowledged feedback and continues to raise with provider.
- Workarounds suggested (e.g., screen printing submissions)

9. PPG Terms of Reference

- Final draft circulated.
- **Decision:** Agreed to adopt, with review every **3 years**.
- Note added: PPG members must use the normal processes for personal medical matters (and not contact other staff regarding the issue).

10. Any Other Business

- **Reception Area:** Green barrier causing congestion for wheelchairs/buggies. Options (signage, repositioning, ticketing) to be explored.
- **Jess's Rule:** Proposal for automatic referral after 3 unresolved consultations. To be further reviewed.
- **Sexual Health Service:** New monthly clinic launched at Harefield (implants, coils, contraception). Promotion essential to retain service.
- **Check-In Machines:** Sometimes “go to sleep,” causing queues. Monitoring required.

11. Date of Next Meeting

- **Tuesday 25th November 2025.**