The Harefield Practice NHS

Patient Participation Group – Minutes of Meeting		
Tuesday 25/11/25	**Start 6.30 pm**	**Harefield Practice Meeting Room**

Facilitators – SR; JB; JR			
Janet Brown - Chair	*Scott Ridley – audio teams Practice Manager*	*Jessica Rowley Deputy Practice Manager*	*~~Dr Anthony Gallagher~~ GP Partner*
~~Ian Bendall~~	Tracey Blake	~~Patrick Connaughton~~	Eugene Dalton-Ruark-DNA
Vicky Fox	Michael Kurzberg	Jayne Mead	Jacky Metcalfe
Jenny Shave	Wendy Rice -Morley	Christine Williams	
Jackie Henning -VPPG	Cllr Jane Palmer (VPPG)	Jean Wright (VPPG)	William Spencer (VPPG
Alan Woolf-VPPG			

	Action by
1) JB welcomed the meeting and thanked everyone for coming – members Introduced themselves by their first name. Holly Boone was introduced by JR. She has recently been promoted to Reception Team Manager. She is observing and available to ask questions. **2)** Apologies: Dr Gallagher, Ian Bendall, Patrick Connaughto, Jackie Metcalfe, Jenny Shave **3)** Minutes have been received by all and agreed subject to attendance corrections- Vicky Fox and Christine Williams did not attend.	
4) Matters Arising: *Environment*- JB reported that she had emailed the contact at Clancy's, with thanks to TB for providing the contact details. The request was for Sponsorship or support for the purchase of two chairs with arms for the waiting room/ the development of the garden area at the front of the practice The investigation into the ownership and responsibility for the road at the front of the practice continues. LBH and the hospital deny responsibility.	
Redirection of patients from Hub back to Harefield Practice-Being audited. Percentage of those attending Hub may be related at future meetings.	
Blinx system: PPG previously requested possibility a copy of the Blinx request to be sent to the patient following submission. This has been put to the Blinx team – not currently available – consider for future inclusion. Member suggested screenshot/ photo of screens in the interim.	
Flu vaccinations-Programme completed (with no vaccine remaining at the practice) SR related 750 Vaccinations for 65+ and 320 vaccinations for under 65 year old, 56 children had received vaccination via nasal spray	
Telephone System: monitoring and review stated at last meeting – no specifics were decided at the time. Need for the elective menu to reduce the number of patients waiting for a member of the reception team – number of selections has been reduced following previous review by members. On going frustrations discussed. Possible further review. Average wait time is two minutes (some will be quicker, some slower) call back facility really appreciated. Possible 'Call Guard' issues were noted.	

5) Practice Update *Premises*-JR reported that the upstairs refurbishment was progressing. Management and administration were moving into the offices upstairs releasing rooms downstairs for conversion into clinical rooms.	
Staffing – There are always two members of staff in the reception area for safety reasons. New 'Leads' of teams have been appointed with training being provided. Training also provided for new inexperienced members of the reception team. Paramedic practitioner – working with minor illness cases. Currently unable to prescribe so needing to pass on to duty doctor. Highlighting these prescriptions has been introduced so the duty doctor can assess and sign of these prescriptions prior to the closure of the chemist in the village. Aim is to provide paramedic practitioner with appropriate prescribing training.	
6) CQC Lack of downloadable PDF of full report noted. JB will try and get a copy available. It was agreed by all members that the practice had made s significant progress over the last few years, and the efforts required to achieve the overall good judgement were again acknowledged and thanks to all staff. When looking at the full report we need to acknowledge strength within the practice as well as working with the practice to see how we can help further development. It was acknowledged that Holly had been positively highlighted within the report and she was thanked for all her work. The practice has developed an action plan and members agreed that elements of this be included in future meetings.	JB
Safety – the very poor lighting outside after dark had been reported to JB by several members. SR had already noted the situation and managed to adjust the timing (NHS Properties issue).	
Reception – JR related more of the training happening within the Reception team this includes her listening to a number of calls for each receptionist and discussing how they could be improved, if appropriate. It was reiterated no receptionist should have to put up with verbally aggressive patients. Queue layout discussed; Dr's should usually be able to provide paperwork and sample pots for testing – patients should not need to queue for these. JR put forward that 90% of patient tasks could be completed without attending the reception desk as alternative methods were available for most people.	
Appointments – A question was raised concerning the *availability of appointments with a Female GP* - (this appeared unusual considering the percentage of female Dr's / appointments – the concerns re availability were noted. *Routine appointments* are best made via BLINX; no daily 8am calling needed. *Prescription delays* were discussed; a new urgent flagging added. *Test results:* previously experiencing lab issues; specific clinicians review certain results and this may account for short delay.	

Note - To investigate issues relating to any of the above appointment issues specific information is required – patient, date/s times *Many of the above are best accessed via the NHS app –* ***Note -*** NHS App and Digital Access workshops are available at the practice. This can be via drop in and support for installation and understanding of use will be provided	
7) Health Workshops PPG had Previously discussed the possibility of holding Health workshops. JB, having spoken to a My Health representative, has discussed with SR possibility of providing an interactive workshop delivered by My Health on one of range of subjects - awareness of diabetes, awareness of cholesterol, weight loss. Possibilities and approaches were discussed members.	
8) Helloerms of Reference Two elements brought up by members had been incorporated. Elements of confidentiality and following practice procedure. All members present agreed with the new terms of reference and those present initialled against their name. SR requested that JR sign on behalf of the practice. Those members absent will be asked to sign when they attend. The document will then be copied and sent out all members	
Meeting closed:- 8.06pm	
Next Meeting date – Tuesday 20th January 2026	