

Patient Participation Group – Minutes of Meeting

Tuesday 20/01/26		Start 6.35 pm		Harefield Practice Meeting Room	
Facilitators – SR; JB; JR					
Janet Brown - Chair	Scott Ridley – audio teams Practice Manager	Jessica Rowley - via teams Deputy Practice Manager	Dr Anthony Gallagher GP Partner (A)		
Ian Bendall (DNA)	Tracey Blake	Vicky Fox (A)	Jill Gordon-Brown (A)		
Dorothy Jacques	Kevin Kelly	Michael Kurzberg	Susan Lucvas (OBS)		
Jayne Mead	Jacky Metcalfe (A)	Lynda Nye-Rashkova(OBS)	Wendy Rice -Morley (A)		
Jenny Shave	Judith Spicer (OBS)	Christine Williams			
Jackie Henning –(VPPG)	CLlr Jane Palmer (VPPG)	Dr. Rajivi Sanjeevi (VPPG)	William Spencer (VPPG)		
Eric Hanslip (VPPG)	Linwen Hanslip (VPPG)	Alan Woolf-(VPPG)			
1) JB welcomed members to the meeting and thanked everyone for coming – She informed the meeting that there were 3 new confirmed members, 2 of whom were present and that 3 possible new members were observing prior to making a final decision. ALL members Introduced themselves by their first name and wore name labels. <i>Patrick Connaughton has resigned</i> 2) Apologies: Dr Gallagher, Jill Gordon-Brown, Jackie Metcalfe, Wendy Rice-Morley, Vicky Fox (apologies picked up after the meeting). Jessica attended virtually.					
<u>HEALTHWATCH HILLINGDON PRESENTATION</u> over TEAMS Stuart McMichael, Patient Experience Officer, explained the role of Healthwatch and the Patient Experience Programme. Questions had been raised about the survey. Key points included: -the survey design, data collection, anonymity, language support, and reporting. Concerns were raised regarding: - the survey design, representation of online patients, and lack of feedback to the Practice regarding issues raised. Action: Healthwatch to share the survey template with the Practice for PPG review.				Action by 	

6) <u>CQC – Action plan and implementation</u> Compassion charter and patient experience There is ongoing call monitoring and Staff coaching. Positive feedback has been noted regarding reception staff. Acknowledgement of managing patient expectations, which is not always realistic, is being viewed alongside compassion charter	
7) Health Workshops Proposal to further explore patient education workshops, provided by My Health, possibly addressing diabetes prevention/hypertension. Carry forward – CW and JB volunteered to liaise with the practice and determine how to focus Invitations and ensure sufficient attendees, in order to meet criteria for delivery. The on line Diabetes awareness course available via the NHS was given very positive comments by a member	JB, CW
8) Terms of Reference Master Copy to be kept up-to-date regarding signatures. SR signed for the Practice	
9) AOB – NHS APP and Digital Records Concerns were raised and discussed regarding the accuracy of information being integrated onto the NHS app data. The NHS App is constantly undergoing development and accuracy and the facility for more Hospital information to be available is being addressed as part of this process. Name badges-it was suggested that the name labels provided had been very helpful and perhaps name badges /lanyards could be obtained	
Meeting closed:- 8.45 pm	
Next Meeting date – Tuesday 3rd March 2026	