

## Patient Participation Group – Minutes of Meeting

|                                                                                                                                                          |                                                |                            |                        |                                 |           |
|----------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------|----------------------------|------------------------|---------------------------------|-----------|
| Tuesday 28/04/26                                                                                                                                         |                                                | Start 6.30 pm              |                        | Harefield Practice Meeting Room |           |
| Facilitators – SR; JB;                                                                                                                                   |                                                |                            |                        |                                 |           |
| Janet Brown - Chair                                                                                                                                      | Scott Ridley – audio teams<br>Practice Manager | Holly Boone                |                        |                                 |           |
| Ian Bendall (A)                                                                                                                                          | Tracey Blake                                   | Vicky Fox                  | Jill Gordon-Brown      |                                 |           |
| Dorothy Jacques                                                                                                                                          | Kevin Kelly                                    | Michael Kurzberg           | Susan Lucvas           |                                 |           |
| Jayne Mead (A)                                                                                                                                           | Jacky Metcalfe                                 | Lynda Nye-Rashkova (A)     | Wendy Rice -Morley     |                                 |           |
| Jenny Shave                                                                                                                                              | Judith Spicer                                  | 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)          |                        |                                 |           |
| From 18:20 members had the opportunity to view some of the building alterations – members were shown new clinical rooms and new waiting area.            |                                                |                            |                        |                                 |           |
| 1) JB welcomed members. ALL members wore name labels. Introduction to HB as cover for JR.                                                                |                                                |                            |                        |                                 |           |
| 2) Apologies received: Jessica Rowley; Ian Bendall; Jayne Mead; Lynda Nye-Rashkova                                                                       |                                                |                            |                        |                                 |           |
| 3) Minutes of 03/03/26 have been received by all and agreed as accurate.                                                                                 |                                                |                            |                        |                                 | Action by |
| 4) Matters Arising – none not on the agenda                                                                                                              |                                                |                            |                        |                                 |           |
| 5) Practice Update                                                                                                                                       |                                                |                            |                        |                                 |           |
| a) Building Development - SR                                                                                                                             |                                                |                            |                        |                                 |           |
| Progress on the development of the building: - members were able to view new clinical rooms and the new waiting area before the meeting started.         |                                                |                            |                        |                                 |           |
| Completed improvements include: -                                                                                                                        |                                                |                            |                        |                                 |           |
| • New admin rooms, staff room and staff toilets upstairs                                                                                                 |                                                |                            |                        |                                 |           |
| • 5 new clinical rooms                                                                                                                                   |                                                |                            |                        |                                 |           |
| • Larger waiting room facilities                                                                                                                         |                                                |                            |                        |                                 |           |
| • Improved reception confidentiality                                                                                                                     |                                                |                            |                        |                                 |           |
| • Dedicated phlebotomy room adjacent to a waiting room area                                                                                              |                                                |                            |                        |                                 |           |
| • Minor surgery room                                                                                                                                     |                                                |                            |                        |                                 |           |
| • Isolation room                                                                                                                                         |                                                |                            |                        |                                 |           |
| • Baby feeding room                                                                                                                                      |                                                |                            |                        |                                 |           |
| The aim is to increase services available locally, so patients do not need to travel outside Harefield.                                                  |                                                |                            |                        |                                 |           |
| Very positive comments were expressed by members with the exception of:-                                                                                 |                                                |                            |                        |                                 |           |
| ? question raised regarding –                                                                                                                            |                                                |                            |                        |                                 |           |
| • lack of a second exit from the new waiting room area in the case of fire                                                                               |                                                |                            |                        |                                 |           |
| • the new waiting area being more enclosed when considering infection.                                                                                   |                                                |                            |                        |                                 |           |
| SR informed members that the site had been inspected regarding and this had not been raised as an issue.                                                 |                                                |                            |                        |                                 |           |
| The outside waiting area had not yet been designated for anything else, except for use during vaccination clinics, so this area will still be available. |                                                |                            |                        |                                 |           |
| The new waiting area provides for greater confidentiality at the reception desk – an issue that has been raised many times by patients and the PPG..     |                                                |                            |                        |                                 |           |

### **Isolation room access**

New process is being planned-

- Patients with suspected infectious conditions enter through the rear door
- A doorbell system at the back door alerts reception of the patients arrival.
- Patients are directed straight into the isolation room to avoid contact with others

**? Question raised** what happens if there is a delay in the clinician arriving? –  
how does the patient know what is happening?

--We are aware we will need a system for a patient to contact the reception desk.

**Now In Place -(there is a push button within the isolation room which alerts the reception team should a patient require assistance.)**

### **b) Road and parking issues**

The road outside the practice belongs to **Harefield Hospital Trust**. The hospital plans temporary repairs to the surface. No DATE for works.

Parking enforcement may be introduced within the hospital; if implemented this could increase pressure on the surgery car park

### **c) Staffing**

#### **Employment of salaried GP**

- Offer letter sent following interviews, awaiting response: 6 session salaried GP

#### **Deputy Manager maternity cover**

- Federica Leonardi starting on 05/05/26 - maternity cover while JR off for 1 year. FL experienced in GP practice

### **Appointment capacity audit**

The practice has begun collecting data to understand appointment demands including:-

- How patients contact the surgery
- What type of appointment is requested
- How many requests cannot be accommodated due to capacity

This data will help inform staffing and service planning – stats TBC (Carried forward)

### **d) New digital system -A B Trace**

This new digital system will automate call and recall processes.

#### **Functions include**

- Automated reminders for health checks
- Patient questionnaires
- Appointment booking
- Monitoring overdue health checks

### **e) Covid/Flu vaccinations**

Only 210 Covid vaccines were allocated to the practice – These were administered to care home residents and housebound patients, with any remaining stock offered to patients who had already been booked into the COVID vaccination cohort.

Covid and Flu vaccination in Autumn (October?) will be given at the same time. Allocated numbers and arrangements TBC.

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| <p><b>f) Level of Did Not Attend (DNA)</b></p> <p>Ideas of how we could reduce DNAs were shared – letters sent out; brought to patients attention when booking their next appointment; post on Harefield in Your Heart, information on the practice website; info on the practice screen.</p> <p>The practice are aware that some of these patients may be those with mental health issues so commenting/ sending letters could cause great anxiety/ be detrimental.</p> <p>Raising the issue at the reception desk could elicit negative confrontation, which has to date reduced significantly.</p> <p>To be monitored with further discussion. On agenda for next meeting.</p>                                                                                                                                                                |    |
| <p><b>6) Care Quality commission (CQC) Action plan</b></p> <p><b><u>Conflict Resolution Training</u></b></p> <p>We have requested training to be provided by the primary care network (PCN)./ Confederation. This has not yet been arranged.</p> <ul style="list-style-type: none"> <li>The practice may organise training independently if necessary.</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |    |
| <p><b>7) Call back issues</b></p> <ul style="list-style-type: none"> <li>Some patients have reported not getting call backs after choosing the option while in the phone queue;</li> </ul> <p>It was agreed that in some cases this is due to a setting on a patient's phones that block unknown numbers – this would need to be changed to allow practice calls to go through.</p> <p>It may also be due on some occasions to a Dr using their own mobile phone and the number not being recognised. SR to raise issue of needing to use Practice phone.</p> <p>Specific instances can be investigated if practice has the specific details, day, time etc.</p> <p><i>Follow on - <b>Duty Dr who may be due to make the call on the day may not be able to adhere to time given as urgent appointments come in and need to be seen.</b></i></p> | SR |
| <p><b>8) <u>New Integrated Care Board</u></b></p> <ul style="list-style-type: none"> <li>ICB now comes under West and North London</li> <li>Currently in the process of filling remaining roles</li> <li>New structure was established in November</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |    |
| <p><b>9) <u>Welcome Pack for new PPG members</u></b></p> <ul style="list-style-type: none"> <li>An additional suggestion that has been put forward, since the list was distributed last week, is that each PPG member provide their contact details, name and special interests for direct contact purposes – several members not in agreement therefore this suggestion was discarded</li> </ul> <p>JB requested a small group of volunteers to</p> <ul style="list-style-type: none"> <li>consider priority items for initial provision</li> <li>further documents to be provided after a few meetings.</li> </ul> <p>Volunteers – VF; J G-B; W R-M; JS</p>                                                                                                                                                                                    |    |
| <p><b>10) Terms of reference</b></p> <p>Agreed and signed by those previously absent --signed by J GB</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |    |
| <p><b>Next Meeting date agreed – Tuesday 23<sup>rd</sup> June 2026 6.30pm</b></p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |    |
| <p><b>Meeting closed @ 20:40</b></p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |    |
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