

**Minutes of Thurleigh Road Patient Group meeting
Thursday 16 January 2025**

Present:

Anna Walker (Chair)
Sara Turner (Vice-Chair)
Alison Mansfield (Secretary)
Sara O'Reilly
Angela Davies
Janice Price
Jenny (Lai Chan) Rasti
Neil Lazenby, and Huma Jagirdar (from the Practice)

Apologies: Emily Travis, Sam Davies, Marina Ratcliffe, Gwen Rosen, Ricky Thomas, Maureen Mackintosh, Chris Hyde, Nina Smith, Patrizia Kwella, Monika Shahjadee.

1. Welcome and apologies

Anna welcomed everyone to the meeting. Apologies as above.
Brief discussion about choice of weekday for meeting – after previous consultation with all group members it was agreed to continue alternating between Mondays and Thursdays – in order to allow as many people as possible to attend.

2. Minutes of the last meeting

The minutes of the AGM and meeting in November were approved.

3. News from the Practice – Neil Lazenby and Huma Jagirdar.

Update on practice staffing:

The practice is now fully staffed with NO vacancies – the team is currently stable. Neil and Huma were warmly congratulated by the group!
Aneesha is waiting to hear about Medical School but will hopefully be with the Practice until Sep/Oct.

Anna asked about the possibility of HCPs attending the patient group meetings. Neil said that all the partners had confirmed their willingness to do so.

Action: Neil will confirm HCPs planned attendance at next meeting when agenda is sent out.

Update on Practice input to NHS consultation and additional money for GPs

Neil reported that, as yet, despite the news from the DOH that new money will be committed to primary care, no information has been shared with the Practice about what to expect. There was no clarity as to what the future of Primary Care Networks might be. Neil did point out that the increase in employer's NI contributions will have a devastating effect on the Practice budget if the Practice is not compensated for the additional costs. Likely to be between £30 – 50k if in current format.

TRPG inclusion in London GP awards 2024/25

The patient group is to be recognised at the inaugural London GP awards in Parliament on 6th Feb 2025. (Email notifying us of the event attached)

Neil read out the nomination which he had put forward, which was very warmly received by the group. 3 group members will attend the ceremony (Anna, Sara T and Alison.)

Janice then acknowledged the impact that Neil has had at the Practice since he joined in Sep 2022. The whole group agreed and thanked Neil for the changes that he, Huma, and now also Monika, have implemented. All agreed that significant change takes time.

Action: Sara T and Alison will let Healthwatch and the Wandsworth Patient Forum know about the nomination and awards ceremony.

4.Next open patient session at St Luke's

Prospective date, subject to availability of St. Luke's Church, is **Weds 7 May 2025 from 13 30 – 1500hrs (date now confirmed.)** Slightly earlier than last meeting to accommodate school run commitments.

Discussion about format, including suggestion that the Q and A session be briefer, more questions taken and that there could be a planned 10 min presentation about a specific subject – eg NHS changes to Primary Care/ new website etc.

Action: Further information about planned invitees and discussion re format of the meeting at next meeting on 10 March.

Anna will check with St Luke's (venue), Western Lodge (to set up the stage) and Richard Balcer on the sound system etc.

5.Practice update on key changes/improvements including:

Triage:

Huma reported that triage is now open much longer (on average) each day. Monday is the busiest and triage often closes early, but on other days can be open until 1430 – 1600hrs (varies) This still largely depends on demand - and availability of HCPs. Neil and Huma acknowledged that Aneesha still does the majority of sessions, but a clinician was always on hand to advise her.

Sara asked about the BMA's recent concerns about Physician Associates and their supervision. Neil explained that the GMC's advice was that Physician Associates should continue under current rules.

Action: Huma will send weekly email re triage opening hours to the committee.

Updated telephone message: recorded by Tor and now in place.

New website: Anna, Sara, Ricky and Patrizia had attended a v helpful meeting with Ameer (Communications officer.) They discussed the suggestions the group had made, and Ameer was v receptive to those.

Ameer now plans to have the new website 'go live' as soon as possible in the light of the discussion with the Patient Group All agreed the new website was very important and we should move ahead with it as quickly as possible. Pressure should be put on the website providers if necessary to ensure the Practice was not put to the end of the queue.

The website will need to be reviewed 2 months after it has gone live.

It was also agreed that about 4 independent people (ie not previously involved in consultation on the website) should be asked to look at it when it went live and give feedback. Future reviews should be done by another different group of people.

Action: Neil and Practice to keep the Patient group up to date on timing for the new website

Website should be reviewed by the Practice and the Patient group two months after it goes live

Group to suggest possible volunteer reviewers to Anna.

There will be **an email address for compliments/complaints on the website.**

Neil reported that the Practice had meetings in the diary with Devin Gray and Putneymead Practice so we could learn from their experience.

Proposed use of patient notice board in waiting room:

Discussion about purpose of this board. Agreed that it is a useful 'breast feeding screen'. Huma likes the idea of useful info for parents and families on both sides of the screen. Agreed that this does not need to be updated by the patient group, but by the Practice. One of the outcomes of the recent mock CQC inspection was that there is 'too much information' about the Practice (to be effective.) Huma hopes that once the mounted tv screens are in action with 'rolling' information there will no longer be a need for as many posters etc.

Action: Neil will check what the CQC had said about info re patient group being available in waiting room.

Alison has taken down the old poster and will liaise with the Practice about an information sheet for patients about the group – with a contact email address. This will be the same info as planned for the website.

6. Update on proposed regular information to patient group:

Family and friends survey – Anna asked if this information can be regularly shared with the group.

It was agreed that Ameer will ensure that the website generates useful information (eg number of hits on each page) to share with the group and inform future improvements. The Group was very appreciative of being included in Monica's weekly message to staff. It was recognised that some of the information in this could be sensitive and so Anna would not share it on a routine basis. Those who had seen the weekly messages thought they were very positive in terms of team building.

Action: Huma and Monika to ensure Friends and Family information was shared with the Patient group on a regular basis

Ameer to ensure new website generates useful information for improvement purposes

7. Update on Wandsworth Primary Care Forum:

Next meeting is on Weds 29 Jan at 1400hrs. Alison and Ricky will attend.

Guest speaker will be Katharine Bugler, Deputy Director Primary Care Wandsworth.

If anyone else would like to attend, please contact Alison (alison.mansfield@gmail.com)

Sara T informed the group that Katie Fisher has been appointed the new CEO of NHS South West London.

8. Any other business:

Neil told us that the Practice team are delighted with the new bench and looking forward to using it! A new flowerpot is also planned.

The rest of the screen in the waiting room will be coming down but awaiting availability of handyman.

Monika wants to remind everyone about the importance of completing NHS and Google reviews after contact with the Practice. There is a QR code for this, which should be available in the waiting room /on website. The Practice will also send it to all Patient Group members to pass onto their contacts, but it was stressed that there was no obligation to use it.

Action: Monika to send QR code to Group members

Huma informed the group that there is a need for a very expensive BMI/BP machine (£12k) for patient use at the Practice. Despite this being a really important tool for staff, in order to save their time and reach expected targets, there is no spare cash to buy one. Suggestions about how to fund the machine are to be directed to Anna.

Action: Anna to consider fundraising request and report back

9.Dates of future meetings for 2025:

Monday 10 March

Thursday 15 May

Monday 14 July

Thursday 11 September

Monday 10 November including AGM