

Minutes of Thurleigh Road Patient Group meeting
Monday 14 July 2025

Present:

Anna Walker (Chair)
Alison Mansfield (Secretary)
Patrizia Cooke-Hurle
Sara O'Reilly
Maureen Mackintosh
Ricky Thomas
Matt Clarke
Nina Smith
Angela Davies
Marina Ratcliffe
Neil Lazenby and Monika Shahjadee (from the Practice)

Apologies:

Sara Turner, Janice Price, Suzy Pawlak, Gwen Rosen, Liz Freeman, Chris Hyde, Nicola Stevens, Sam Davies, Vuki Popovic and Huma Jagirdar

1. Welcome and apologies

Anna welcomed everyone to the meeting and led a round of introductions.
Apologies as above.

2. Minutes of the last meeting

The minutes of the last meeting were approved, with thanks to Sara O'Reilly for writing them.
No matters arising.

3. News from the Practice: Neil and Monika.

Practice staffing:

Liberty Redpath (Practice Nurse) has left and is to be replaced by Prudence Barnes
Dr Nasiruddin has started a phased return to work, covering 2 sessions a week at present.
GP Trainee Registrars Dr Stephen Woolford and Dr Kate Thomas are now fully qualified GPs and both will be staying with the Practice.
There are currently 2 vacancies in the admin team – but plenty of applicants for these posts and interviews are in hand.

CQC inspection:

As yet no news from the inspectors – Monika explained that the Practice anticipate hearing soon – at end of July/ beginning of August as there's a 50 day period in which they should report. The hope is that 'no news is good news' as Neil had been told that they usually tell the team quickly if there are any major concerns.

NHS 10 year plan: Implications for the Practice

Neil said no news yet about this from SW London Integrated Care Board (ICB) which is responsible for commissioning care in this part of London .
General discussion about the plan from attendees' perspective.
Matt felt positive about the plan eg focus on the move from hospital to community care, illness to prevention and analogue to digital systems

Anna asked Neil and Monika to find out what SW London ICB are planning on neighbourhood health centres and the potential implications for the Practice. Maureen had looked at the Wandsworth GP Federation website for information (38 Practices, 9 Primary Care Networks including the Nightingale PCN which we and Balham Park Surgery (BPS) are part of serving a population of 400k). Her impression is that there is less going on with collaboration between GP Practices than in some parts of the country. Anna felt that the S W London ICBs could have significant impact on community health and GP Practices. It was therefore agreed that there would be value in Neil or Monika talking to the ICB re their future plans and thinking

Action: Neil or Monika to contact SW London ICB to find out more about their thinking/ planning for neighbourhood health or community centres .

Key changes/improvements at the Practice:

Update on changes to website:

All agreed that a good website was crucial as part of good communication with patients particularly as the 10 Year Health Plan focusses on information through the NHS app and a shift from hospital to community care. A good website was, therefore, a "must have" not just a "nice to have". Most of the Practice's patients were very used to websites and IT communications. There were some who were not, for a variety of reasons, and solutions would be needed for them. There were a range of issues in relation to the website- its content, how it is navigated and statistics about its use thereby encouraging continuous improvement. The Practice would need to ensure it had the capacity and capability to address all of these issues. The Patient Group would help where it could

Action: Neil to advise the Patient Group in due course on who in the Practice team would be responsible for the various aspects of the website

Anna and Monika had met to discuss progress on the website. . Monika has made some very helpful changes to the website – including information about appointments and staff. Monika demonstrated some of the improvements during the meeting. All were agreed, however, that more improvements were still needed as quickly as possible.

Anna reiterated the importance of the content being factually accurate and regularly updated. The Practice News section was currently out of date.

It was suggested that the menu headings on the front page should be the same as the headings of the information boxes, to avoid confusion. Sara O pointed out that there's a lot of duplication which is difficult for patients to navigate.

The information about the patient participation group is wrong and needs updating.

Availability of triage system

There is now an explanation of the term 'triage' accessible from the front page of the website. However, it was a long way down the page and not part of the appointments box. If the triage was closed for the day, patients also needed a clear indication of when it would be available again

Action: Robin Cook-Hurle is assisting the Practice with improving the website.

It was agreed that once it is at a suitable point, volunteers from the PPG will be asked to review the site. Maureen and Nicola from the group have offered and Anna has some other possibilities.

Alison to send PPG terms of reference to Anna for review. Anna will then forward to Monika for PPG section on website.

Regular information for the Patient Group

Discussion about information to be regularly shared with the PPG.

Action: Monika has a meeting with BPS at the end of July. She will find out what statistics Balham Park Surgery share with their PPG and make recommendations to the TRPG of what should be shared with us asap

Progress on appointments beyond 6 weeks:

Long discussion about this and why it is difficult to make these. One of the complications with regard to booking appointments so far ahead is the large number of DNAs - 41% in one week recently. This was exceptionally high and may have been weather related.

DNAs also cost the Practice money in terms of wasted employment of locums etc.

Anna suggested that we need to find out how many patients this affects.

Neil highlighted that the statistical information gathered and required by NHS England (GPAD) makes it very difficult for the Practice to book advance appointments. Essentially because any appointment booked too far in advance comes up as a statistic showing that a patient has NOT been seen within the required 2 weeks - therefore implying that the Practice is failing in that area.

Matt suggested that it may be possible to use AI to manipulate the statistics and have the appointment hidden in the system until needed.

Anna asked whether anyone has approached Devin Gray about how Putneymead and other GP practices are managing this situation.

Anna also asked the Practice to identify how many patients are likely to need to book appointments 6 weeks ahead on a regular basis.

Action: Monika to provide information about DNA numbers to the PPG. This information should show trends over time. The Practice should also consider a message on the website explaining to patients the importance of attending or cancelling, so that someone else can have the appointment. The Patient Group would provide support for this message. Neil to contact Devin Gray for advice on booking appointments 6 weeks ahead. Practice also to advise on how many patients needed to book 6 weeks ahead..

4. Autumn open meeting for patients

It was agreed that we will hold another open sessions for patients – this would be hybrid with the option for people to join the meeting online, via a link. The meeting will be held in the early evening in response to patients' requests.

Matt Clarke has very generously offered to run the online part of the meeting, providing the necessary technology.

Further discussion needed re meeting content. Neil reported that the GP partners are keen to participate.

Action: Anna will approach St Luke's for a possible date. Once a date has been agreed, Anna will put Matt in touch with Richard Balcer at the church who is an expert in the church's IT system.

5. Possible joint patient group health talks with Balham Park Surgery

Alison reported that BPS are planning 2 x talks - one in September about women's health issue (we are trying to find out what that will cover) and one in Jan/March about end of life care.

They also plan some 'first aid for carers' events – which will include CPR training – this is likely to be in November. Difficult to commit until we know dates.

There was also some discussion about how BPS communicate with patients. They publish a patient bulletin with news about the Practice and the group 6 times a year – on the website and it is also emailed to all patients via AccurX. They also publish their minutes and their annual PPG objectives.

It was agreed that there was value, in principle, in advertising the BPS talks though that could mean a larger venue was needed. If the Patient Group was to arrange talks or join BPS events proactively, it would need to identify how it resourced this.

Action: Alison to find out confirmed BPS dates. Also to discuss possible venue sharing/ joint advertising with them.

6. Update on Wandsworth Primary Care Patient Forum

Date of next meeting Weds 10 September - Matt Clarke has v kindly offered to represent the group at this meeting.

Action: Alison will put Matt in touch with the forum's admin team.

7. Any other business:

Blood test results: Anna raised the issue of patients' results not appearing on the NHS app – particularly from St George's – varies from hospital to hospital.

Monika explained that she has been told that this is a technical issue at SGH and apparently 'short-term.'

Action: Monika to ask SW London ICB what they know about this and whether it is resolved.

Patient letters: There has been an issue with patients waiting a long time for letters concerning –private referrals/ insurance letters etc. It was recognised that this was because the Practice prioritised NHS work but some of this information was very important for patients eg for travel or when they decided to go privately rather than have a long NHS wait.

Action: Information to be posted on website about the Practice's policy regarding this. (Monika)

Problems with internal IT system at the Practice: Monika reported that the system is very slow and means that staff have to stay late in order to write up notes/letters etc – being paid overtime in order to do so. Monika is in touch with the IT dept which is provided by NHS England about this. All agreed that more efficient solutions were needed if the NHS was to achieve its objective of digitalising its approach.

Information about vaccines: Ricky asked how to find out information about eligibility and availability of vaccines for patients of the Practice. This information is available on the NHS website.

Action: The Practice will publish this information on their website.

Request for new Patient Group officer: Alison would like to 'pass on' the role of Secretary – having done this for almost 3 years. No intention to leave the group, just the role!
It was agreed that it might be helpful to have a broader range of roles/tasks which members may be interested in undertaking. The aim would be to share roles among the group so no one was overburdened.

Action: Anna, Sara and Alison will draw up a list and circulate, to garner interest from current members. If necessary we will have to widen the search in order to continue with the PPG's work.

8.Dates of future meetings for 2025 (5.30-7.00 in the surgery):

Thursday 11 September

Monday 10 November including AGM