

Thurleigh Road Practice Open meeting 7 October 2025

In conjunction with Thurleigh Road Patients' Group

Held at St Luke's Church, Ramsden Road

Background

The meeting was convened by the Practice and the Patient Group with the aims of:

- Following up on the previous two meetings in October 2024 and May 2025;
- Explaining to patients recent and upcoming changes in the Practice and the NHS;
- Answering questions about issues raised by patients both in response to the invitation to the meeting and at the meeting question and answer session.

The meeting was held in the early evening from 5.30 to 7pm as a hybrid meeting with patients able to join online as well as coming in person. This was the first time online attendance had been offered.

An email invitation was sent to all patients over the age of 18. 196 replies were received of whom 144 were planning to come in person and 32 were planning to join the meeting online. 29 people replied that they were unable to attend. 18 would like to attend a daytime session and 11 an evening session. Five people said that they did not want to attend a session.

Anna Walker, Chair of the Patient Group, chaired the meeting and members of the patient group were on hand to help.

The issues raised by patients in advance in responses to the form included:-

- Appointments - how to make them; follow up and face to face appointments; policy on regular check ups; appointments to see specific doctors
- Test results - how to get them
- Practice approach to mental health care
- Approach to managing complex conditions and comorbidities
- Practice approach to AI

The meeting

1. Attendance

The meeting was held at the later time of 5.30pm and it was possible to join by Zoom link as well. As in previous meetings the first hour of the meeting was given to information from a panel of speakers from the Practice and questions from the floor, including online. This was followed by a further half hour in which the panel and further members of the Practice team and the Patient Group were stationed at tables which people could visit to gain more information on particular topics of interest to them. The meeting was very well attended with an estimate of about 100 people present in the church and 25 online. Some people who attended had not signed up online.

The following members of the Thurleigh Road Practice team were present on the panel: Neil Lazenby, General Manager; Monika Shahjadee, Practice Manager; Huma Jagirdar, Deputy Practice Manager; Dr Ismat Nasiruddin, GP Partner; Dr Sajid Patel, Associate GP; Tor Godfrey, Advanced Nurse Practitioner (ANP).

Several other staff members from the Practice were present including Kamran Mangral, Clinical Pharmacist, Heera Patel, Pharmacy Technician.

2. The meeting

Anna Walker welcomed everyone to the meeting. Anna asked if people had been to a previous meeting and there was a good show of hands from people attending for the first time.

She then said that she was delighted to share the results of the recent Care Quality Commission (CQC) inspection of the GP Practice. The Practice had maintained its "good" rating, which is an excellent achievement given the current demands on GP practices. She explained that the CQC rated health care providers in five areas: safety, effectiveness, caring, responsiveness, and leadership.

The CQC report highlighted positive patient feedback and experience, as well as Practice staff feeling valued and supported by the Practice leadership. The report recognized the doctors and the administration team's commitment to continuous improvement and that good processes were in place. The report had also noted the active Patient Group which they considered important in providing feedback to the Practice.

Anna said the Patient Group, meet every two months and welcomes new members. She encouraged attendees to speak with the Patient Group representatives at the back of the room after the meeting if they are interested in joining. She stressed that the Patient Group was the patient voice - a vehicle for patients to feedback their views to the Practice which wanted the views and aimed to act on them.

She also highlighted that 15 to 20% of appointments are wasted by patients not coming and not cancelling, known as "no shows". In the summer this year, the percentage of no shows was 40% which is a shocking waste of time and contributes to other patients waiting longer for appointments. She stressed that patients could help the Practice by ensuring they cancelled appointments they did not need.

She also requested feedback from patients about the website to contribute to making it more useful for everyone.

Neil Lazenby started by thanking Anna and the Patient Group for their support and guidance during the CQC inspection, noting that their involvement was very important on an ongoing basis.

He provided some updates on staffing changes, including the addition of a new nurse, Prudence Barnes, and a new mental health nurse, Ophelia Johnson, who provides a link with the teams at Springfield Hospital. The practice will be losing a few doctors - Dr. Northern and Dr. Liu are moving out of London and Dr. Ellis, GP-Partner, is moving to Australia. On the positive side, two popular former registrars are now permanent members of staff: Dr Woolford and Dr Thomas. The Practice had a full complement of doctors

Neil explained that the Practice has now implemented the new government requirement for triage to be available all day (core hours), From 8am - until 6:30pm. Patients can submit requests for appointments or administrative tasks throughout the day until the practice closes. This did not mean a same day appointment would be offered. There is a duty doctor in the morning and one in the afternoon for triage and urgent issues. It was recognised that some GPs were not in favour of the triage system, but it was now a contractual requirement for GP Practices.

Neil also mentioned:

- That patients can now book appointments with nurses up to six weeks ahead of time but this is not possible with GPs. He explained that this is because the government is monitoring whether appointments are offered within two weeks and appointments

booked further in advance would come up as failures to meet the two-week requirement. The practice is continuing to look for a way around this.

- That appointments should generally be for one issue only. Patients could ask for a double appointment if they had two issues to discuss. However, the duty doctor will review this request to confirm if a double appointment is required for the patient and if the surgery has capacity to cover double appointments on the day.
- That appointments are face-to-face by default unless a person requests a phonecall instead.
- The monthly coffee mornings held at St Luke's Church where the Social Prescriber, and the mental health nurse will be present, sometimes accompanied by a doctor.
- The regular COVID and flu vaccination clinics at the practice and encouraged patients to attend when invited.
- That test results are checked twice daily by clinicians and filed if normal. Patients will not routinely be contacted about a normal result but will always be contacted if there is an abnormal result or if some action is required. The NHS app is an excellent resource for patients to be able to check their own results.
- The problem of "no shows" and their serious effect on appointment availability.
- That requests for non-NHS work such as insurance claims, DVLA paperwork etc. require a small fee and have a turn around time of four weeks¹. Private referrals are treated in the same way as NHS referrals in timescale i.e. made asap and do not require a payment to the Practice.

Dr Nasiruddin spoke about the interconnectedness of physical and mental health and the importance of treating the whole person and understanding about their life. She also mentioned the very long waiting lists to diagnose ADHD and autism which are both classified as developmental rather than mental health disorders.

3. Questions and issues

Questions and issues raised were mainly from the audience in the church with one or two submitted online in the chat being taken as well.

- The issue of patients being given the wrong form and or test bottle at Reception – see action points.
- The percentage of appointments provided by locums – see action points.
- The issue of seeing a preferred doctor or the same doctor each time This was difficult and can involve significant delay particularly if the doctor did not have a slot in the next two week period. Dr Nasiruddin explained that clinicians have a weekly meeting and do discuss patients with complex needs or requiring a particular focus.
- Cybersecurity – the Practice does not use independent consultants. It follows all NHS governance and compliance around the internet and the storage and use of information. Dr Christopher is the Clinical Safety Officer.
- Potential changes with increasing use of AI – reassurance that healthcare will still be provided by people (not robots) and will make an appropriate use of AI.
- Future developments will include bringing more services out of hospitals and closer to the community. The South West London pilot site is Croydon. The Practice is considering whether there are partnerships it might develop
- Whether appointments can be more flexible to discuss more than one issue raised by a patient – Appointments were for one issue only but patients could ask for a double appointment.

¹ A list of non-NHS work and the associated fees is available on the Thurleigh Road Practice website. This ensures that patients can easily access the information should they require it

- Do patients have an allocated GP? This is actually only for registration purposes and letters from hospitals may be addressed to that clinician, but they are checked by the duty doctor for any urgent action.
- Does the Practice have a physician's assistant now? No, she has moved on and the triage is done by either a doctor or an advanced nurse practitioner.

4. Action points from these questions

- Implement training for reception staff on the correct test paperwork and sample collection procedures.
- Provide data on the percentage of appointments provided by locum GPs.
- Set up a mechanism for patients to provide feedback about what improvements they would like to see to the website.
- Continue to explore whether appointments with doctors can be booked further ahead than two weeks.

5. Tables at the back of the church

- Health Care Professionals
- Pharmacists
- Triage
- NHS App
- Patient Group

For the final half hour of the meeting, people could go to the tables at the back of the church and ask questions or raise issues. Some people expressed an interest in coming to the bi-monthly meetings of the Patients' Group. They have already been contacted by us and given further information including the date of the next meeting of the group.

Questionnaire feedback following the meeting

A short questionnaire was sent out by the Patients' Group on the evening of the meeting to capture feedback. This was sent to all of those who had signed up to attend and the additional people who attended who signed up in person. There were 78 responses of whom 60 people (77%) had attended the meeting (46 in person and 14 online). This means that nearly half of the people who attended submitted feedback. The response to the meeting and its effect on patients' views of the Practice were overwhelmingly positive with all attendees finding the meeting 'Very helpful' or 'Fairly helpful'.

Attendance	Very helpful	Fairly helpful	Not very helpful/Not at all helpful	All
In person	32	14	0	46
Online	6	7	0	14
All	38 (63%)	21 (37%)	0	60 (100%)

95% of attendees either already had a positive view of the Practice (53%) or had a more positive view following the meeting (42%). Only three people had a more negative view of the Practice and all three found the meeting either fairly helpful or very helpful.

Patients' opinions of the practice following the meeting were:

	More positive	More negative	Unchanged – already positive	Unchanged – already negative
In person	17	2	27	0
Online	8	1	5	0
All	25 (42%)	3 (5%)	32 (53%)	0

The fact that 53% of people who attended already had a positive view of the Practice is very encouraging as this is considerably higher than in the feedback following our two previous meeting: 39% in May 2025 and 26% in October 2024.

Future meetings

77/78 people said that they would like meetings to continue to be held with 36 (47%) requesting annual and 41 (53%) requesting every six months.

Summary of the free text feedback comments about the meeting

Positive Aspects:

Panel and Meeting Structure:

- The panel was approachable, receptive, and clear in their answers.
- The meeting was informative and well-chaired, with many attendees commenting positively on the format and the venue.
- The timing (5:30 PM start and 6:30 PM finish) worked well for many participants, especially those with other commitments.
- Online participation was effective, with most reporting good sound and streaming quality and good management of the chat function.

Content and Communication:

- The information shared about the practice, staffing changes, services and NHS policies was valuable.
- It was highlighted that improvements in triage and appointment booking systems were helpful, though there was a desire for more detail on these topics.
- There was concern about the high number patients of missing appointments without cancelling, with questions about whether there could be appointment reminders.
- There was a request for information about the percentage of appointments covered by locum doctors.
- There was a request for more information about the Patients' Group and its membership including diversity and inclusion.
- Request for further clarification of the Practice's procedures for information security and the use of AI.
- Participants would have liked to hear more from the non-doctor members of the panel particularly as nurses are now so important in the Practice

Suggestions for Improvement to the meeting:

- **Introductions:** Attendees suggested introducing the panel members at the start of the session, as the name labels were hard to read for those seated further back.
- **Feedback from previous meetings:** Request for answers to questions previously asked.

Conclusions

The Practice and the Patient Group will action the points emerging both from the patient session and the feedback comments after the session