

Minutes of Thurleigh Road Patient Group AGM and Meeting

Monday 10 November 2025 | 5.30 – 7.00 pm at the Surgery

Present:

Patient Group

Anna Walker (Chair)

Sara Turner (Vice Chair)

Alison Mansfield (Secretary)

Ricky Thomas

Matt Clarke

Jenny Parker

Audrey Cohen

Nicola Stevens

Nina Smith

Janice Price

Sara O'Reilly

Liz Freeman

Alison Glover

Marina Ratcliffe

Sam Davies

Practice

Neil Lazenby and Monika Shahjadee (from the Practice)

Apologies:

Angela Davies, Gwen Rosen, Jenny Rasti, Suzy Pawlak, Maureen Mackintosh, Patrizia Cooke-Hurle, Chris Hyde.

1. Welcome and apologies

Anna opened the AGM, welcoming everyone including new members Jenny Parker, Audrey Cohen and Alison Glover. Apologies were noted as above. Members briefly introduced themselves.

2. Minutes of the last AGM

The minutes of the previous AGM were approved as a true record.

Elections and roles:

- Anna and Sara were re-elected as Chair and Vice Chair respectively.
- Alison confirmed she would step down as Secretary after three years but remain active in the group. The Group thanked Alison for her service.

Administrative tasks:

- Minutes: Members agreed to share minute-taking on a rotation. Jenny Parker, Alison Glover, Sara O'Reilly volunteered to help, with Matt assisting using AI transcription tools.
- Gmail account & correspondence: Volunteers will be sought to monitor the Group Gmail account.
- Liaison roles: Matt to continue with the Wandsworth Patient Forum; Maureen has offered to liaise with Healthwatch and other local groups; Nicola to continue website liaison with the Practice.

Action: Alison will contact volunteers and explain what's needed.

3. Treasurer's report

In Gwen's absence, Alison reported that the Group's account holds £987.41, unchanged from last year. The balance originated from past Christmas card sales. The Group agreed that while active fundraising was not essential, small community initiatives could be considered.

4. Practice news (Neil and Monika)

Staffing updates:

- Two new GPs have joined/ will join : Dr Adam Thomas (preventative care/teaching at St George's) and Dr Sophie Ross (senior doctor and clinical examiner). Both would do four sessions each
- Dr Kate Thomas will provide maternity cover for Dr Sheena Patel.

- Neil announced he will be leaving the Practice at the end of November to take up a post at Royal Holloway University. Members expressed sincere thanks for his leadership and his contribution to the steady improvement of the Practice.

Action: Anna and Sara to request a meeting with the GP partners before Neil's departure to discuss succession planning and continuity. (NOTE: the meeting was held on 14/11/25)

Reception and admin team:

- Staffing is stable with low turnover. There have been very few complaints about the Practice in recent months, all resolved.(two in October, one in November to date)

Coffee mornings and mental health outreach:

- Monthly Wednesday coffee sessions at St Luke's are growing steadily, with a focus on mental health and social connection. The new mental health nurse and social prescriber attend.

Action: Practice to continue promoting the sessions on the website and via posters in the surgery.

5. Report on the 7 October patient session at St Luke's

Sara was thanked for her excellent report on the session. Attendance had been high (over 100 in person and 25 online).

Key points:

- 53% of attendees already had a positive view of the Practice, —up from 39% (May 2025) and 26% (Oct 2024). 42% of those attending said the session had enhanced their view.
- Attendees valued open dialogue and clearer communication about triage ,appointments and developments in the NHS.
- DNA (no-show) rates were discussed; these could be as high as 30% in a day patients responded positively to messages about cancelling if unable to attend.
 - Attendees had wanted more information on the Practice use of locums and off site doctors. Neil said the Practice used 70% of the appointments available at the Wandsworth Hub. The BPS figure was 25%.

Actions: Plan to organise similar Patient Sessions annually – with patient education sessions during the year

- Monika to provide DNA trend data at the next meeting.

- Practice and Patient Group to develop a joint website message raising awareness of non-attendance and importance of cancelling appointments that were no longer needed, with monthly update figures if feasible.
- TRP to give the Patient Group regular information on the use of locums and off site doctors with the aim of reducing the use of such doctors. Concerns/ complaints re such doctors should be monitored closely

6. Information security and IT updates

Neil confirmed centralised cybersecurity and data-protection oversight via Wandsworth's DPO, providing greater resilience. Monika reported continuing improvements to the internal IT system. Laura Watson is the lead in Wandsworth on information security.

7. Training of reception staff

A two-hour training session on blood and urine testing procedures is scheduled this week, with lab specialists attending to explain technical details.

8. Feedback from Wandsworth Primary Care Forum

Matt reported that Thurleigh Road is recognised borough-wide for strong patient engagement. Practices expressed interest in our approach to co-hosted talks on women's health, men's prostate health, mental health and diabetes. Matt will share materials and host observers at future sessions if the talks go ahead and the Practice agrees. .

9. Website progress

Monika, Nicola, Matt , Liz and Anna to meet later in November to discuss improvements to the website and finalise updates to the Patient Group section, ensuring accurate details and improved navigation. Clear, current information on triage hours, waiting times and letter processing remains a priority.

Action: Anna to schedule the website meeting after 15 November.

10. Future talks and patient education events

The Group agreed to pilot a series of themed talks from early 2026. Initial options include: Women's Health & Hormone Balance, Men's Health & Prostate Awareness, Mental Health & Well-being, and Diabetes Prevention/Management.

Actions:

- Alison to liaise with this group about suitable topics.
- Sara to then draft a short patient survey to prioritise topics (via Accurx or Google Forms).

- Working group (Jenny, Matt, Audrey and Alison M plus Moika and/or Huma) to plan the first talk and explore, via Anna, a venue at St Luke's.

11. Any other business

- Private referral letters: Monthly locum day continues
- Vaccinations: Update deferred to January 2026 agenda.

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12. Dates of future meetings 2026 (5.30–7.00 pm)

- **Monday 19 January** – please note change of date
- Thursday 12 March
- Monday 11 May
- Thursday 9 July
- Monday 14 September
- Thursday 12 November – including AGM

13. Thanks and close

The Group formally thanked Neil and Monika for their outstanding work in transforming the Practice and strengthening links with patients. Neil expressed gratitude for the collaboration and goodwill of the Group.

Meeting closed at 7.05 pm.