

PPG meeting minutes - 16th Aug 2024

Date

Fri 16 Aug All day

Confirmed attendees

Jawad Merali, Ali Abbas Hasham

Details/Agenda

- 1/. G.P. Access
- 2/. Industrial action proposed by B.M.A.
- 3/. Staffing.
- 4/. CQC Inspection
- 5/. DNAs
- 6/. Patient Total
- 7/. NW London PPG & Northwick Park PPG
- 8a/. PCN PPG
- 8b/. PCN Hub services
- 9/. Flu jabs, Covid & RSV autumn vaccinations

Minutes

Minutes of the meeting of the Bacon Lane Surgery PPG held on Friday 16th August 2024 at 3pm.

In attendance: Peter Plaut (Chair) Dr. Hasham (Practice Partner), Jawad Merali(Practice Partner), Roy Poulter, Jeffrey Austin, Karen Berack, Maurice Hoffman, Mike Turner, Henry Wyatt.

Apologies : David Bateman.

The minutes of the meeting held on Friday 14th June 2024 at 3pm were read and approved.

1/. G.P. Access - No detailed proposals have yet been formulated by H.M.G. In the meantime B.L.S. is still proceeding with its plan for its own access hub on the first floor with more telephone lines & I.T. as well as a supervising G.P. The surgery's proposals meet with the approval of the I.C.B. but the surgery still awaits approval of funding.

2/. Industrial action proposed by B.M.A. - It was pointed out that the BMA's proposals primarily involved reverting to manual clerical systems which would in effect create even more pointless administrative work for clerical staff which will not prove popular with them. The surgery's three clinical partners are therefore not changing any existing policies nor reducing

appointments.

3/. Staffing. The Practice Manager's role is still vacant but the new Operations Manager, Sanjay Patel is now in post. The devolved management matrix system is still in place and Jawad Merali advised that it is still working well. The Pharmacist is due to take maternity leave shortly.

4/. CQC Inspection. - The matters which need attention from the last report are being dealt with and Jawad is confident that all will be well in time for the next inspection which is due Nov/Dec. The external consultants Amanda & Estelle are still advising the surgery.

5/. DNAs 1/10/23 to 31/12/23 2.60% ; 1/1/24 to 24/3/24 3.20%; 1/4/24 to 30/4/24 2.00%; 1/5/24 to 31/5/24 2.10%; 1/6/24 to 30/6/24 2.90% ; 1/7/24 to 31/7/24 2.80%. These figures, although showing a certain fluctuation, are all significantly lower than those obtained from other surgeries.

6/. Patient Total - now approx. 10,000. Other K.P.I.s broadly in accord with national averages.

7/. NW London PPG & Northwick Park PPG. Jeffrey Austin reported on problems relating to the rebuilding of Northwick Hospital bus stops and lack of signage.

8a/. PCN PPG. Henry Wyatt reported on the recent Health Fair held by the PCN at a school close to the Charlton Road Hub. It was not well attended by patients due to a lack of publicity but there were stalls relating to the key health issues which need to be addressed. These included diabetes, child immunisations, cervical and breast cancer screenings. There was also attendance by an organisation representing the local Roumanian community ; this is a fast growing part of our local population and such contact is worthwhile. Overall, although patient numbers were small it was probably worthwhile as a dry run. Earlier and more widespread publicity will be need in future and probably a larger venue.

8b/. PCN Hub services to Bacon Lane. In the absence of a report from the PCN Manager, Jawad Merali was asked for reassurance that the PCN services to Bacon Lane still provided value, particularly in light of B.L.'s development of its own hub.

8c/. PCN Partner - Mollison Way Surgery. It was noted that ownership of Mollison /Way surgery has recently changed hands but little information has been forthcoming.

9/. Flu jabs, Covid & RSV autumn vaccinations - Flu vaccines are due on 9th September and Covid possibly in early October. There is no information yet available in respect of the RSV vaccines which was recently mentioned in the national press. It is still planned to hold a similar flu jab session on a Saturday in Sept/Oct as has been done in the past couple of years.

10. AOB a/. Jeffrey Austin made mention of the PPG noticeboard but was informed by Jawad Merali that there is a real issue about infection which will impinge upon the next CQC inspection. Mike Turner suggested the use of a rolling screen noticeboard as used in other surgeries to promote both PPG membership but also key health reminders to patients whilst they await their appointments. This proposal was met by approval by the PPG members present.

10b/. New members - Henry Wyatt advised that he had received from the surgery details of potential from the surgery and that he had made initial contact with them via e-mail but with little response. On the last occasion he also forwarded a copy of the last set of minutes.

Date next meeting : Friday 25th October 2024 - attendees are asked to note the earlier time of 2p.m.