

PPG Meeting- 21/01/25

- 1/. Industrial action by the BMA - Jawad Merali advised that this is an attempt by the BMA to work-to rule and thereby offload some cases to secondary social care. This is not a policy pursued by Bacon Lane surgery.
- 2/. CQC. Bacon Lane still awaits the follow up inspection from the CQC but in the meantime has carried out a mock inspection (by the consultancy hired to advise) in order to better prepare for the eventuality.
- 3/. Jawad Merali did advise that patient numbers had now dropped in patient numbers to 9912. This was due to 'listing cleansing' a procedure by which the status of patients who have not been seen by the surgery for some little while is ascertained.
- 4/. Appointments - Bacon Lane is generally able to provide urgent Same Day Appointments (SDAs) for patients without the need to make much use of the PCN hub at Charlton Road.
- 5/. Telephone system. This now has the facility for patients to automatically check for details of their appointments and if necessary to cancel them. Jawad Merali advised that the average pick-up response time on the system is now down to 33 seconds.
- 6/. PCN - Maurice Hoffman asked for the data from the ICB survey carried out before Christmas which has not yet been made available.
- 7/. NHS app - Jawad Merali advised that 62% of Bacon Lane patients are now registered with the NHS APP which is considered to be a comparable high rate of take-up.
- 8/. Dr. Hasham came into the meeting and Maurice Hoffman suggested that the triage system could be speeded up if patients with established conditions (such as his own) could request certain procedures without such requests being first approved by the GP supervising triage. Dr. Hasham firmly advised that this should not be the case since previous attempts so to do had proved to be unsatisfactory. That said, staff making initial contact with patients were being encouraged to book basic tests in order to speed things up.
- 9/. A.I. - Peter Plaut asked for an update on how this is being deployed. Dr. Hasham advised that letters were being scanned automatically and read which was making a considerable improvement in the speed in dealing with this routine correspondence, but that this was still handled with proper oversight.
- 10/. Ealing Hospital - Mike Turner was concerned that the ICB seemed to be favouring Ealing Hospital for a number of procedures for Harrow patients generally, but felt that this particular venue was difficult for Edgware & Stanmore patients to get to by public transport. He pointed out that both Northwick Park and even Barnet were much closer and Dr. Hasham took note of this.
- 11/. Vaccinations. (a) - Jawad Merali advised that the rate of Covid 19 take-up was quite low. (b) MMR/Cervical screening etc No programme is yet forthcoming but this has been discussed briefly at the PCN outreach meeting at Canons High before Christmas.
- 12/. Jeffrey Austin proposed that he is willing to act as the initial point of contact with potential new members and this agreed unanimously.
- 13/. Surgery questionnaire. Maurice Hoffman was concerned about the structure of the questionnaire sent out by Bacon Lane and had made initial contact with the Practice Manager Sanjay Patel. Jawad Merali advised that this was in response to the CQC report. Maurice Hoffman and Jeffrey Austin both offered to liaise with Sanjay Patel to ensure that this could be improved.
- 14/. Peter Plaut indicated his willingness to stand down as Chair if it were felt by any that he should do so. Although his graciousness was respected, it was unanimously felt that he should continue to lead the group and this was expressed by way of a formal vote