

1/. BLS response to GP access and BMA strike. Jawad Merali advised that the BMA work to rule is a response to the NHS desire to ease the burden on primary care providers by offloading to secondary care providers such as surgeries and pharmacies. The BMA's proposals are not being pursued by Bacon Lane surgery.

2/. CQC. BLS still awaits a date for the follow up inspection. It was noted that this has now dragged on for some time and it was suggested that it is perhaps no longer a high priority for the CQC, particularly since some of their original observations have been refuted. Jawad Merali advised that he feels that BLS is in a good position since the surgery continues to employ the services of the outside consultants on this issue.

3/. Statistics & KPIs.

- a) A long discussion took place about both the delays in providing data and the interpretation thereof. Matters were not helped by the disclosure of some statistics which seemed to give a very detailed analysis of the work of different job functions but in reality only gave a broad overview of the initial consultation rather than meaningful outcomes.
- b) Surgery questionnaire. Jawad Merali advised that this has now been put on hold until the next financial year and BLS is still awaiting guidance from the ICB. Maurice Hoffman and Jeffrey Austin indicated their continued willingness to assist with the project with Sanjay the Operations Manager.
- c) DNAs February 2025 Booked 4168 - DNAs 122, a little high.
- d) Total number of patients 9912.
- e) NHS APP take-up - 62% which is good in comparison with other surgeries.
- f) Telephone system - average pick up time now 33 seconds.

4/. ICB, NWL PPG & PCN.

- a) Urgent same day access. Jawad Merali advised that BLS's own hub is operating efficiently and little use is being made of the Charlton Road PCN hub.
- b) Maurice Hoffman asked whether BLS had yet received a visit from the ICB primary care team. Jawad Merali replied that this had not yet happened but advised that BLS continues to engage fully with the ICB and therefore surmises that it is not felt necessary.

5/. Vaccines. Covid 19 take up is low and there is as yet no MMR programme.

6/. AOB.

- a) Dr. Hasham attended and gave an update on enhanced use of A.I. including the automatic scanning of correspondence.
- b) The use of Ealing Hospital for some procedures was mentioned and in particular the difficulties in gaining access there from our part of the borough by public transport.
- c) General communication with the patient body as a whole was discussed both using the website and the increasing use of the Facebook page which was noted and approved.
- d) It was pointed out (by Mike Turner who was unable to attend in person) that June 2025 marks the 75th Anniversary of the foundation of the practice by the late Dr. Albert Manning. It was agreed that it would be appropriate that this be celebrated and Henry Wyatt and Mike Turner would report back in due course.

7/. Date next meeting: Friday 20th June 2025 at 2.30pm (Please note new time).