

PPG Meeting – 20/06/2025

1/. CQC Inspection. The inspection was carried on 21st & 22nd May 2025. The inspector conducted two telephone interviews with the Chair (Peter Plaut) and Secretary (Henry Wyatt) of the PPG. The written report has not been published but should be available in about 6 weeks. Jawad Merali advised that the practice had received initial indications that it will be very positive with key indicators either good or excellent. If such is the case a further inspection may well not take place for some considerable time but Jawad advised that the practice will continue to employ the services of the independent consultant to ensure that the surgery continues to maintain high standards.

2/. Statistics. a/. Registered Patients 10,003. b/. Incoming calls: 4/5000 per month - pick up never more than 5 minutes. c/. D.N.As now up to 3.8% which is high for Bacon Lane. Henry Wyatt asked about comparisons with other surgeries but Jeffrey Austin advised that they were both to disclose such data. It was pointed out the data included both face-to-face and telephone DNAs but the significance of the latter was questioned by Mahesh Chikhliya and Mike Turner since telephone calls are easily missed by both parties. There was a general feeling that those who had missed face-to-face appointments should be held to account and Maurice Hoffman suggested that this could be a useful task for the social prescribing team commissioned by the P.C.N.

3/. N.W. London I.C.B. has asked all PCNs to submit a draft Patient Access plan by the end of June and has asked that all PCNs should consult with their PCN PPGs before so doing. Henry Wyatt advised that he had heard nothing personally and was unaware of any other contact with the other two PPGs in our PCN. Jawad Merali advised that the matter is in hand with the Clinical Director but the plan is not yet ready. Maurice Hoffman asked about enhanced services provided by the PCN and Jawad Merali assured the meeting he felt that these were being provided to the three surgeries in an equitable manner.

4/. The issue of the B.L. surgery patient questionnaire was raised but is still being carried forward.

5/. Pathway for patients suffering with depression/anxiety. Unfortunately, no doctor was able to attend this meeting so this item will be carried forward.

6/. Child vaccinations. The low rate of take-up compared to the national target (of 95%) was discussed. In Harrow the take up-rate is 78% and in parts of Inner London is as low as 60%. Jawad Merali advised that rate at Bacon Lane is good compared to other surgeries in the area but the surgery is still very much on the partners' horizon. It was felt that vaccine hesitancy is a major social issue and it was suggested that this was another area in which the social prescribing team commissioned by the PCN could become involved.

8/. Sharps Boxes. Henry Wyatt mentioned that there is a lack of clarity as to how patients should properly dispose of sharps boxes and it was agreed that he would liaise with the Practice Manager to ensure that guidance was available on the website.

9/. Ongoing training for call handlers. Ali Istehkham asked that the surgery continues to ensure that call handlers provide patients with both clarity and reassurance that their concerns are being dealt with in a timely manner.

10/. Patients and carers. Maurice Hoffman pointed out that B.L. has a high number of patients who are reliant upon carers and Mike Turner pointed that although a system was in place to register appointed carers with the surgery it could perhaps work a little more smoothly. Karen Berack also mentioned problems she had encountered whilst acting in her role as carer (rather than patient) with the NHS App.

11/. Hearing Loop - Jeffrey Austin asked about the recently installed hearing loop which did not seem to be functioning properly.

12/. Jeffrey Austin advised that an app to improve access for those who are disabled is being commissioned at Northwick Park Hospital and will be available next year.

13/. 75th Anniversary of foundation of the surgery. Henry Wyatt advised that planning is still in hand.

Date next meeting. Friday 26th September 2025 at 2.30p.m.