

PPG Meeting

Date

Fri 26 Sep 14:30 - 15:30

Other Attendees

Peter Plaut (Chair), Jeffrey Austin, Maurice Hoffman, Karen Berack and Henry Wyatt.

Details/Agenda

1. Minutes of last meeting and matters arising
2. Written results of CQC inspection carried out in May 2025 and any points arising therefrom
3. Monthly stats — DNA, Patient numbers, Staffing, Number of appointment slots
4. NW London PPG meeting and PCN reports
5. Role of social prescriber and how Martin interacts with BLS
6. Pathway when someone presents with depression/anxiety .Doctor to be present if available
7. Child vaccinations (Henry)
8. Has the PCN submitted a plan to the ICB on patient access and if yes has there been consultation with the patients?
9. AOB
10. Flu Day - October 2025
11. Date of next meeting

Minutes

The minutes of meeting held on 30th June 2025 were read. Jeffrey asked that under item 2/ (Statistics) D.N.A.s that the figures quoted should record that these were the highest since 2021. The minutes when then agreed.

1/. CQC Inspection Jawad Merali reported that the surgery is now trying to move forward from a 'good' status to 'outstanding' in some categories and is being held as an exemplar to other surgeries in the area, particularly in the implementation of I.T. systems by the N.W. London ICB. The surgery continues to employ the services of an independent consultant to prepare for future inspections.

2/. Statistics - Jeffrey Austin asked that Sanjay Patel be thanked for delivering the Statistics on time. It was noted that DNAs are 3.9%, the patient headcount has increased to 10,109, staff headcount has now dropped by 2 and 3 members of staff are now on maternity leave.

3/. NW London PPG - It was noted that the Access Improvement Plan was shown on the Bacon Lane website but not on that of the Harrow East PCN. Maurice Hoffman said that the Harrow East PCN needs to convene a meeting of its supporting surgery PPGs to discuss the plan. Henry Wyatt pointed that notwithstanding that lack of necessary consultation the plan has now been ratified.

4/. The role of the social prescribing service. A certain unease was voiced as to the usefulness of this service by Karen Berack, as a result of her professional experience working in the NHS dealing with these kind of issues. Maurice Hoffman pointed out that in order to assess its efficacy it ought to report the number of patients per surgery initially interviewed and the resulting number of onward referrals to appropriate social services.

5/. Pathway to treatment to depression/anxiety. In the absence of a doctor it was felt appropriate to carry this item forward to the next meeting. Henry Wyatt asked that treatment for diagnosed dementia be added to this item. Maurice Hoffman asked whether we had a clinical lead on dementia and was informed that this shared by Dr. Shah and Dr. Hasham. Jawad Merali made mention that the surgery was fully aware that in addition to the patients themselves the surgery also had a duty to support the registered carers acting for those patients.

6/. Vaccinations Flu - The surgery as in previous years would carry out a clinic on Saturday 4th October for both booked and walk-in patients and this would be supported by two volunteers from the PPG together with other volunteers.

Vaccinations - Covid. The surgery itself would not carry out a specific clinic but eligible patients would be notified and referred to local pharmacies etc who offered this service.

Vaccinations for Bacon Lane staff. Maurice Hoffman pointed out the necessity of ensuring as well as possible that all members of the surgery received their appropriate vaccinations.

9/. A.O.B. Karen Berack mentioned problems accessing the NHS App. Christmas opening hours were discussed; Jawad Merali advised that these were not yet mandatory. Jeffrey Austin made mention of Julie's Rule - an issue where a patient made a number of visits to a surgery presenting symptoms which eventually proved fatal but the decisions made by the clinician responsible were not subject to peer review.

10/. Date next meeting. Friday 5th December 2025 at 2pm. (Those attending kindly note new earlier time).