

PPG Meeting – 12/12/2025

Matters arising:

ICB Action plan: Maurice Hoffman asked for an update on the plan and Henry Wyatt was asked to contact the new manager of the PCN for the necessary information.

Jewish religious festivals: Jeffrey Austin that it be noted that in the normal course of events Jewish patients would be unable to attend events organised on Saturdays.

Agenda

1/. Statistics. The current figures for DNAs were circulated immediately prior to the meeting. Along with DNA figures statistics relating to telephone response times and appointment slots were also circulated. Jawad Merali advised that overall the Accurx triage combined with the surgery's in-house was working very well. Bacon Lane did not need to take up all the slots which were allocated to it at the PCN hub at Charlton Road. Patient headcount: Now 10,068 which includes recent list cleansing (List cleansing refers to the process whereby patients who have not recently interacted with the practice are contacted to ascertain whether they should still be registered). Jawad Merali advised that approximately 50 new patients are registered each week.

2/. NWL PPG & PCN reports. Henry Wyatt had previously submitted a written report on the I. N. T. Health Fair held at Canons High School on 6th December 2025. In this he advised that the fair, although well organised in terms of attracting local organisation delivering worthwhile ancillary services, there was a failure to adequately publicise the event so that only 20 patients attended (some of whom were not even registered with Harrow surgeries). As noted above there has been little direct contact with the Bacon Lane PPG from the Harrow East PCN. Maurice Hoffman led a discussion on the role of the Integrated Neighbour Team which is split into three sections, of which Bacon Lane is in the East section. It appears to duplicate the work done by the smaller PCN thereby calling into question the latter's viability.

3a/. . Improvement in technology. Jawad Merali that is now proceeding so well that Bacon Lane is now being held as an exemplar to other surgeries in the area and that Dr. Hasham has been asked to speak at meetings explaining in detail the benefits which are being generated. 3b/. Improvement in premises: Jawad Merali also advised that the surgery has a clear plan in place to further extend the size of the premises and awaits the necessary funding approval.

4a/. Dr. Hasham attended for a short while and explained the pathway to issues such as mental health, anxiety and depression. Patients can self-refer or by referred by a health professional to Harrow Talking Therapies who will then triage the application but will then only deal with the most severe cases, the remainder being dealt with by the surgery.

4b/. Dementia : Mike Turner raised concerns with NHS policies after dementia had been diagnosed since after initial assessment there seemed to be total silence from both the Memory Clinic and the surgery with any form of practical assistance to the patient and his/her carers. Dr. Hasham responded by saying that the spectrum was so wide that practical advice is difficult and little is available in terms of effective medication. Maurice Hoffman suggested that the surgery appoint an 'In-House Champion' to deal with these matters and that this would be a suitable role for the Social Prescriber Team already working at the surgery. Dr. Hasham agreed and confirmed that he felt that the Team was already working effectively.

A.O.B. None

Date next meeting: Friday 27th February 2026 again at 2p.m.